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# OCCUPATIONAL OUTLOOK

S A N T A B A R B A R A C O U N T Y

## **A Product of**

California Cooperative Occupational Information System

## **In Cooperation with**

The Job Training Network in Alliance with the  
Private Industry Council

The California Employment Development Department  
Labor Market Information Division

The California Occupational Information  
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# ACKNOWLEDGMENTS

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## EMPLOYERS

The Job Training Network (JTN) is grateful to the many employers throughout Santa Barbara County who took the time to respond to the survey, providing the information required to make this report possible.

## EDD AND OTHER LOCAL PARTNERS

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Labor Market Division staff, particularly Marta Adint-Weeks and by past LMI Program Coordinator, Frances Romero.

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# JOB TRAINING NETWORK

The Job Training Network in Alliance with the Private Industry Council is a federally-funded program whose goal is to provide leadership in developing quality employment opportunities for youth and adults of Santa Barbara County while meeting the needs of local employers.

## CLIENT SERVICES

- ♦ Career Counseling
- ♦ Skills Assessment
- ♦ Vocational Exploration
- ♦ Resume Preparation
- ♦ Classroom Training
- ♦ On-the-Job Training
- ♦ Job Search Workshops
- ♦ Placement Assistance
- ♦ Computer Learning Labs
- ♦ GOALS Workshops

## EMPLOYER SERVICES

- ♦ Recruitment Assistance
- ♦ Pre-Screening of Applicants
- ♦ Customized Training
- ♦ Reimbursement of Training Costs
- ♦ Employment Transition Services

## WORKFORCE INFORMATION NETWORK

Also available from the Job Training Network is Santa Barbara's answer to hassle-free workforce development; the new Workforce Information Network (WIN) System. Whether you're an employer or a job seeker, through the WIN system you will have the best job search tools at your fingertips. Features include:

- ♦ Local and Nationwide Job Openings
- ♦ Occupational Information
- ♦ Resume Software
- ♦ Talent Banks
- ♦ Job Search Assistance
- ♦ Electronic Filing for Jobs
- ♦ Labor Market Information
- ♦ Training Information
- ♦ Work-related Libraries
- ♦ On-line Employer Services
- ♦ Internet Access
- ♦ Much, much more!

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# INTRODUCTIONS

The labor market information presented in this Occupational Outlook was collected and analyzed through the cooperative efforts of the California State Employment Development Department (EDD) and the Job Training Network (JTN) in Alliance with the Private Industry Council (PIC) of Santa Barbara County as part of the California Cooperative Occupational Information System (CCOIS) program.

CCOIS began as a pilot program in 1987 and as of 1996 encompasses all 58 Counties in the state. The Occupational Outlook report produced under CCOIS offer the only source of local, up-to-date occupational information. In this report 20 occupations are profiled, based on information gathered in 1997 from over 300 employers in Santa Barbara County. For more information regarding occupational selection and program methodology please refer to Appendix A.

The goal in gathering labor market information (LMI) is to match the labor needs of employers with the skills of job seekers and to provide occupational information to firms that want current classification of wage scales and employment trends for economic development purposes. The LMI program helps to accomplish these tasks by providing specific, localized and current information that can be used by local users, including employers, trainers, educators, economic development organizations, and job seekers, to make better training and labor market decisions. Some possible uses are listed below:

**Career Decisions:** Career counselors and job seekers can use this data to assist them in making informed occupational choices based on skills, abilities interests, education and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

**Economic Development:** Local government agencies and economic development organizations will find information on labor market, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in Santa Barbara County.

**Program Planning:** This report provides local planners and administrators with employment, training, and placement data, as well as occupational size, wages, and pro-

jected growth rates. Program planners can use this data to evaluate, improve and eliminate programs, or to plan new programs.

**Curriculum Design:** Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

**Program Marketing:** Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are greater because their training programs are developed using reliable local occupational data.



## **Human Resource Management:**

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

**State and Federal Legislative Mandates:** The continuing nature of the program enables Santa Barbara County to acquire recent, detailed and accurate data on a number of occupations particularly germane to local needs. The coordination of the program at the State level facilitates the integration of this data for statewide use. In addition, the information provided by the LMI program meets requirements of federal and state legislation, including:

- Job Training Partnership Act (JTPA)
- Wagner-Peyser Act
- Greater Avenues for Independence (GAIN)
- Carl D. Perkins Vocational and Applied Technology Education Act
- California's Family Economic Security Act (FESA)
- Family Support Act
- California Education Code (ROC/P and Community Colleges)

For further information, please contact Elena Morelos at the Job Training Network (805) 739-8665. For further information on the California Cooperative Occupational Information System (CCOIS), please refer inquires to EDD/LMID, at (916) 262-2292.

The occupational assessments which follow contain a variety of useful information. Below is a discussion of key terms used in the assessments. The guidelines used for interpreting results are standard for all Service Delivery Areas participating in the CCOIS program, lending consistency to area comparisons.

References to terms such as "almost all", "most", "many", "some", and "few" are based on the following criteria.

#### Almost All Employers

80% up to, but not including 100% of the survey respondents.

#### Most Employers

60% up to, but not including 80% of the survey respondents.

#### Many Employers

40% up to, but not including 60% of the survey respondents.

#### Some Employers

20% up to, but not including 40% of the survey respondents.

#### Few Employers

Less than 20% of the survey respondents

### **Occupational Employment Statistics (OES):**

Occupational Profiles are ordered alphabetically by their Occupational Employment Statistics (OES) titles. The titles, definitions and coding are based on the California OES Dictionary published by the Bureau of Labor Statistics, May 1992. The occupations were selected for survey based on the needs of local users of occupational information.

### **Non-OES Occupations:**

These occupations are listed by their Non-OES titles, following the OES titles. These titles and definitions are approved by Labor Market Information Division (LMID) for this survey. After being researched and developed by local staff, LMID analysts assign an altered \*Dictionary of Occupational Titles (DOT) code to the locally defined occupation. There are over 12,000 DOT job titles and more than 750 equivalent OES defined job titles. Consequently, often several DOT codes are contained within a single OES job title.

Non-OES surveyed occupations also differ from OES occupations in that neither national or state survey information (staffing patterns) are available to estimate the distribution of the occupation by industry. Further, LMID occupational forecasts are not prepared for these frequently smaller sized Non-OES occupations. Consequently the same stringent sample selection proce-

dures and survey response goals cannot be as readily defined as with the broader OES occupation titles. These differences between OES and Non-OES defined occupations require that they be reported separately.

\*The Dictionary of Occupational Titles (DOT) uses a more detailed classification system than does the OES system. However, each OES defined occupation can be matched to a number of related DOT defined occupations.

### **Occupational Demand and Projections:**

The Employment Development Department (EDD) Labor Market Information Division (LMID), 1996 Updates Projections and Planning Information for Santa Barbara County, Occupational Employment Projections Table 6

exhibits information relevant to size, projected openings, and employment trends for an OES occupation. The projections are for the period 1993-2000.

The occupational demand and projection information previously discussed is not available for the Non-OES occupations in this report.

### **Size**

Occupational Size refers to the number of persons employed in an occupation relative to the total non-agricultural employment in Santa Barbara County. Total employment for Santa Barbara County is 143,400. Figures are based on the above referenced Projections and Planning Information report. The following terms are used to characterize occupational size.

<u>Small:</u>	.15 of total employment, 215 or less employed
<u>Medium:</u>	.16-.30 of total employment, between 216 and 430 employed
<u>Large:</u>	.31-.65 of total employment, between 431 and 932 employed
<u>Very Large:</u>	.66 or more of total employment, over 933 employed

### **Where the Jobs Are**

This chart of "where the jobs are" shows the industries which employ each occupation. This information was compiled from the Employment Development Department (EDD) Labor Market Information Division (LMID), Santa Barbara County Occupational Forecast Table IV for Occupations with employment of 50 or more for industries in which the occupation comprises a significant share of employment (Confidential Data). This table includes employment by Standard Industrial Code (SIC) to determine principal employing industries for

# TYPES OF INFORMATION

each occupation.

## Trend Rate

Occupational Trend Rate is an overview of decline, stability or growth of job opportunities in relation to overall employment opportunities for the County. The following terms are applied to the occupational growth rates of this county.

### \*Much faster than average:

1.50 times average or more (An increase of 4.618% or more per year)

### \*Faster than average:

1.10 - 1.49 times average (An increase ranging from 3.41 to 4.617% per year)

### \*Average:

.90 - 1.09 times average (An increase ranging from 2.79 to 3.4% per year)

### \*Slower than average

.89 times average or less (An increase of 2.78% or less per year)

### No significant change, or remain stable

### Slow decline

\*The triangle-shaped icon located near the upper right hand corner of the first page of each report indicates the employer's projections for decline, stability or growth of job opportunities over the next three years as reported for this study.

## Supply and Demand

Supply and Demand refers to the relative difficulty the employers surveyed experience in hiring both inexperienced and experienced workers who meet their hiring standards. The information reported is calculated using a weighted average. From the job seekers perspective it also refers to the relative level of opportunity (competitiveness) for the applicant who is or would like to become part of this job market.

The following terms are used to define supply and demand:

**Very Difficult:** Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

**Somewhat Difficult:** Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

**A Little Difficult:** Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

**Not Difficult:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

## Male/Female Percentage

This information illustrates the percentage of male/female employees for the positions reported who participated in this study.



If females comprise less than 25% of the positions in an occupation, the non-traditional jobs for women icon will be shown at the upper left hand corner.



If males comprise less than 25% of the positions in an occupation, the non-traditional jobs for men icon will be shown at the upper left hand corner.

## EDUCATION, EXPERIENCE AND SKILLS

### Education, Experience, and Skills

This section presents results on educational levels, training and experience that the responding employers want in the employees they hire. This section may be used to assist career and job counselors in evaluating the amount of time required for entry level education, training and experience.

### Recruitment Methods

Employers identified the recruitment methods that are primarily used by their firm. The top two to four methods listed were the most often reported.

### Skills

Employers indicated what new skills will be needed to perform the functions of each occupation over the next three years. This section also presents other skills desired most often by employees in the employees they hire. Six basic skills were ranked from "most important" to "least important". The two to four basic skills reported were the top ranked skills. Four technical skills, physical abilities or other qualifications for each occupation were also ranked from "most important" to "least important" and the top two or three skills were reported. This information was developed locally (see Appendix A, Section V).

The job qualifications and work skills information in this section should be interpreted with care. In many cases the skills listed represent relatively general "skill areas," e.g., the "ability to communicate effectively." In such cases the specific skills or skill clusters are not specified, and results should be interpreted by representing the areas of competence employers perceive to be important rather than more detailed "job specific competencies for job entry." However, the user interested in identifying the specific skill and qualification needed for job entry should find these results useful in narrowing the focus of further inquiry.



## **Computer Skills**

Employers reported on the use of computers by individuals employed in each occupation. Software skills sought by employers are graphed by the following types: Spreadsheet, Word Processing, Database, Desktop Publishing and Other Programs. The percentages are calculated using the number of employers responding to the software skills question in the survey rather than the total number of employers sampled. The types of computers used is based on the total number of employers surveyed.

The specific software information reported is a result of asking employers what software programs were being utilized by employees in the occupation being surveyed. For each occupation, 18 software programs, 8 computer related systems and 8 programming languages were offered with an option to list other programs or none. The top choices are reported as most common software utilized. Other programs reported may have been listed by only one employer. This information was developed locally (see Appendix A, Section V).

## **WAGES AND BENEFITS**

### **Wages**

The wage data enable comparison of salary ranges across occupations. Wages are reported in rates per hour. The data are not intended to represent official prevailing wages. The inter percentile ranges reported are based primarily on the employer surveys and contracts with unions. Extreme wage responses are excluded. Instances in which union and non-union wages differ are noted. Due to the diversity of Santa Barbara County, significant differences in wages between north and south county will be noted (for the purposes of this study, all employers north of Gaviota will comprise north county and all employers south of and including Gaviota will comprise south county). Wage data were collected from July to November 1996. Results, including the range and the median are reported for three occupational levels are defined as follows:

#### Entry level/No Experience:

Wages paid to persons trained but without paid experience in the occupation.

#### Experience/New to Firm:

Wages paid to journey-level or experienced persons just starting at the firm.

#### 3+ Yrs. Experience with Firm:

Wages generally paid to persons with three years' journey-level experience at the firm.

Union wage data is not tabulated separately if the number of union employees is less than 20% of the total surveyed employers. However, any significant differences are noted in the narrative below the wage table. When union employment represents 20% or more of the employers surveyed, separate wage ranges and medians are listed.

For the purposes of this study, full-time hours will be defined as ranging from 35-40 hours weekly. Any exceptions to this will be noted in the narrative below the Wages and Benefits section. The percentage of part-time, temporary or on-call status will also be noted but the specific number of hours worked will not be reported (these will be less than 35 hours weekly).

### **Benefits**

The benefits offered by local employers (in terms of percentage of frequency) are presented. These ratios and figures are tabulated by the overall number of employers responding to the benefits questions from the survey as opposed to the total number of employers sampled. It is important to keep in mind that some employers may require a waiting or probationary period before some or all benefits go into effect. Also, the cost share between employee and employer, as well as the degree of insurance coverage may vary by employer and is not covered in this report.

### **Promotional Opportunities:**

The promotional opportunities for employees in each occupation are listed as reported by employers.

### 1997 Occupational Surveys

This report provides information for 20 occupations surveyed between April and November, 1997. There were 297 employers that provided complete and acceptable questionnaires. The actual number of employers contacted was several hundred greater than the final total. In order to be usable, each survey must meet the stringent employer size, industry stratification and other CCOIS program response goals. The 297 employers responding to the survey, represented a total of 2,708 employees in the 20 surveyed occupations.

### Employment Trends

Employers of 6 occupations surveyed project employment in that occupation to grow during the next three years. These occupations include the following:

Automotive Mechanics  
CAD Technicians  
Carpenters  
Computer Support Specialists  
Dental Hygienists  
Stock Clerks-Sales Floor

The remaining 14 occupations are expected to remain stable over the next three years.

### New and Emerging Occupations

The new and emerging occupations presented in this report include:

CAD Technicians  
Computer Support Specialists  
Customer Service Representatives, non-utilities

### Non-traditional Jobs

For five occupations, less than 25% of the positions reported were filled by women. These non-traditional jobs for women are listed as follows:

- Automotive Mechanics
- CAD Technicians
- Plumbers, Pipefitters and Steamfitters
- Truck Drivers-Heavy or Tractor Trailer
- Truck Drivers, Light-Include Delivery Route Workers

Four of the occupations reported resulted in less than 25% of the positions filled by men. These non-traditional jobs for men are listed as follows:

- Bill and Account Collectors
- Dental Hygienists
- Licensed Vocational Nurses
- Medical Records Technicians

## Wage Information

Occupation	Entry Level/ No Experience	Experience/ New to Firm	3+ Yrs. Experience with Firm
Automotive Mechanics"	\$ 4.75 to 11.00"	\$ 7.00 to 17.00"	\$10.00 to 24.50""
Bill and Account Collectors"	\$ 5.00 to 12.77	\$ 7.00 to 14.38"	\$ 8.00 to 19.18
CAD Technicians	\$ 6.00 to 14.38	\$10.00 to 23.01	\$12.00 to 27.04
Carpenters"	\$ 6.00 to 10.00"	\$10.00 to 30.00"	\$12.00 to 30.00
Computer Support Specialists	\$ 7.00 to 16.78	\$ 8.63 to 23.97	\$14.58 to 33.56
Customer Service Representatives, non-utilities	\$ 5.00 to 7.50	\$ 5.60 to 9.00	\$ 6.50 to 12.00
Dental Hygienists	\$19.18 to 39.00	\$21.00 to 43.75	\$30.00 to 43.75
Food Service Managers	\$ 6.00 to 12.10	\$ 6.50 to 12.10	\$ 7.50 to 14.67""
Hotel Desk Clerks	\$ 5.50 to 7.00	\$ 6.00 to 8.00	\$ 7.00 to 9.50
Licensed Vocational Nurses	\$ 6.00 to 14.00	\$10.64 to 16.00	\$11.17 to 16.00""
Marketing ,Advertising, and Public Relations Managers	\$ 7.00 to 14.38	\$10.00 to 35.85	\$14.50 to 46.03
Medical Records Technicians	\$ 5.52 to 10.00	\$ 6.44 to 10.50	\$ 7.37 to 11.00
Pharmacy Technicians	\$ 5.50 to 10.00	\$ 5.50 to 11.00	\$ 8.00 to 14.00
Plumbers, Pipefitters and Steamfitters	\$ 5.25 to 10.00	\$ 9.97 to 18.00	\$12.00 to 25.00
Property and Real Estate Managers and Administrators	\$ 5.18 to 17.26	\$ 7.00 to 17.26	\$ 8.50 to 23.01
Radiologic Technologists-Diagnostic	\$ 9.00 to 19.00	\$11.00 to 23.00	\$12.63 to 25.00
Residential Counselors	\$ 5.15 to 11.00	\$ 5.25 to 12.00	\$ 5.35 to 13.90
Stock Clerks-Sales Floors	\$ 4.75 to 7.91	\$ 4.75 to 9.59	\$ 6.00 to 12.95
Truck Drivers-Heavy or Tractor Trailer	\$ 8.00 to 12.00	\$ 8.50 to 14.00	\$ 8.50 to 17.00
Truck Drivers-Light Delivery and Route Workers	\$ 4.75 to 9.00	\$ 4.75 to 11.50	\$ 4.75 to 16.00""

## Union Wage Information

Occupation	Entry Level/ No Experience	Experience/ New to Firm	3+ Yrs. Experience with Firm
Carpenters	\$ 9.67 to 9.67	\$13.81 to 25.50	\$16.97 to 25.50
Stock Clerks-Sales Floors	\$ 5.25 to 9.36	\$ 6.25 to 11.00	\$15.50 to 15.90
Truck Drivers-Light Delivery and Route Workers	\$ 7.50 to 13.24	\$ 7.50 to 13.63	\$10.00 to 20.55""

Union wages are shown for those occupations in which the number of reporting employers was a minimum of 20% of the total responses for each occupation.

**NEXT...**  
**OCCUPATIONAL**  
**PROFILES**



**GROW**

**OES Code: 853020**

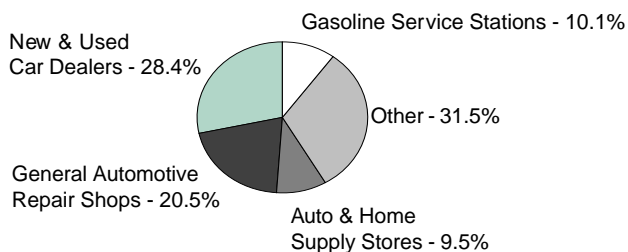
**Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Please do not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.**

**Common titles used: Automotive Technicians and Mechanics**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 770 - large

### Where the Jobs Are:



**Projected Openings:** 180  
 New: 30  
 Due to Separations: 150

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in their firm to grow during the next three years.

**EDD Projections:** The new job trend rate of 3.9% for Automotive Mechanics is projected to grow faster than the average growth rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported, 99% were filled by males.

**Employer Response:** 15 employers supplied data for this occupational profile representing 155 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Diagnostic equipment  
Computer skills  
Electronics

### Basic Skills:

Read and follow directions  
Write legibly

### Technical Skills/Physical Ability:

Stand continuously for 2 hours or more  
Do strenuous, physically demanding work

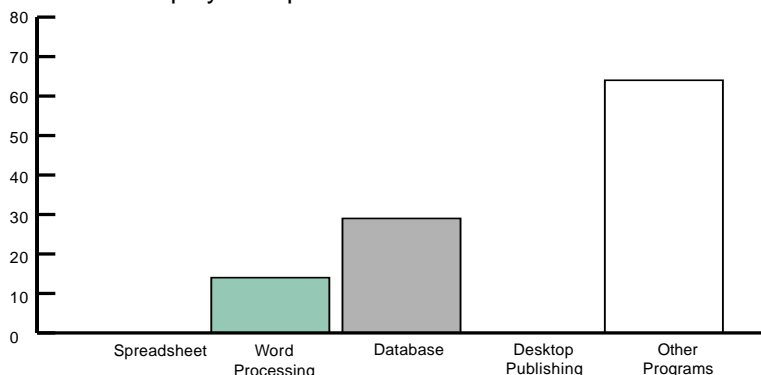
**Education and Training:** Employers report that all recent hires have completed high school or the equivalent and many have college course work (but not necessarily have a degree).

**Experience:** All responding employers require 6-36 months of work-related experience but almost all will substitute training for experience.

**Recruitment Methods:** Almost all employers reported using newspaper ads and employees' referrals to recruit Automotive Mechanics and most reported using in-house promotions or transfers.

### Computer Skills:

Almost all employers reported that Automotive Mechanics do use computers.



### Computers Used:

IBM	80%
MacIntosh	0%
Other	13.3%
None	6.7%

Employers reported that Automotive Mechanics use Microsoft Windows for Workgroups, Microsoft Windows NT, Internet, MS-DOS, and E-Mail. Other programs reported include smog testing, diagnostic and alignment programs.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 4.75 - 11.00	\$ 7.50
Experience/New to Firm	\$ 7.00 - 17.00	\$12.00
3+ Yrs. Experience with Firm	\$10.00 - 24.50	\$15.00

Union wages were provided by 13% of the employers. South County employers pay at the top end of the wage ranges for experience/new to firm and 3+ years experience with firm. Minimum wage was \$4.75 during the data collection period. Of the positions reported, 97% were full-time and 3% were part-time.

**Promotional Opportunities:** Most employers reported that Automotive Mechanics may be promoted to Service Managers, Master Mechanics, Service Consultants, & Management positions.

Benefits:	FT	PT
Medical Insurance	100%	0%
Dental Insurance	80%	0%
Vision Insurance	67%	0%
Life Insurance	60%	0%
Paid Sick Leave	60%	0%
Paid Vacation	87%	0%
Retirement Plan	80%	0%
Child Care Plan	7%	0%

Other employer-specified benefits include a 401K plan.



**REMAINING  
STABLE**

**OES Code: 535080**

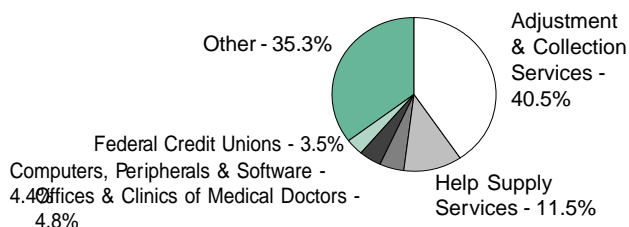
**Bill and Account Collectors** locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. Please do not include collectors of money from coin boxes.

**Common titles used:** Bill/Account Collectors, Billing Clerk/Specialist, Accounts Receivable Assistant, and Credit/Collections Assistant.

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 220 - Medium

**Where the Jobs Are:**



**Projected Openings:** 20  
 New: 10  
 Due to Separations: 10

**TREND RATE:**

**Employer Findings:** Most employers project employment in this occupation to remain stable over the next three years.

**EDD Projections:** The new job trend rate of 4.5% for Bill and Account Collectors is growing faster than the average growth rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced applicants and little difficulty finding experienced applicants.

**Male/Female Percentage:** Employers reported that 87% of the positions were filled by females.

**Employer Response:** 15 employers supplied data for this occupational profile representing 76 positions.



## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Computerized accounting

### Basic Skills:

Communicate effectively with the public  
Keep records  
Use the telephone effectively

### Technical Skills/Physical Ability:

Secure payments  
Use computer to record customer information  
Receive and post payments

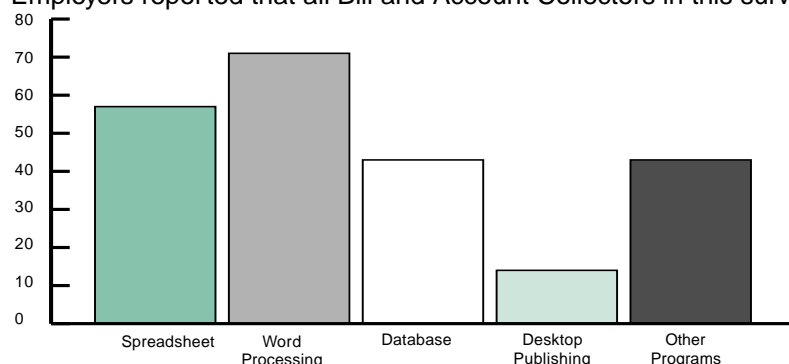
**Education and Training:** Employers report that all recent hires have completed high school or the equivalent and many have college course work (but not necessarily have a degree).

**Experience:** Almost all responding employers require 6-24 months of work-related experience but many will substitute training for experience.

**Recruitment Methods:** Almost all employers reported using newspaper ads and employees' referrals to recruit Bill and Account Collectors and most reported using in-house promotions or transfers.

### Computer Skills:

Employers reported that all Bill and Account Collectors in this survey use computers.



### Computers Used:

IBM 100%

Specific software used by Bill and Account Collectors include microsoft Windows for Workgroups, Excel, Word, Lotus, Wordperfect, MS-DOS, E-Mail and Internet. Other programs reported by employers include Symitar Financial Processing, various accounting programs, and customized programs for this industry.

## WAGES AND BENEFITS

	RANGE	MEDIAN
<b>Entry Level/No Experience</b>	\$5.00 - 12.77	\$ 7.50
<b>Experience/New to Firm</b>	\$7.00 - 14.38	\$ 8.50
<b>3+ Yrs. Experience with Firm</b>	\$8.00 - 19.18	\$10.40

Union wages were provided by 13% of the employers. Union wages were at the top of the wage ranges for experience/new to firm and 3+ years experience. Full-time employees accounted for 88% of the positions, 9% were part time and 3% were temporary or on-call.

**Promotional Opportunities:** Bill and Account Collectors may be promoted to Supervisors, Managers, Lead Workers and Collection Managers.

Benefits:	FT	PT
Medical Insurance	87%	13%
Dental Insurance	40%	7%
Vision Insurance	40%	0%
Life Insurance	40%	0%
Paid Sick Leave	80%	20%
Paid Vacation	93%	20%
Retirement Plan	67%	7%
Child Care Plan	7%	0%

Other reported benefits include paid holidays, Section 125 and employee assistance programs.



**GROW**

**OES Code:** 871020

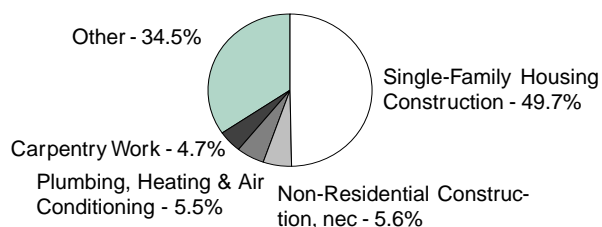
**Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and wood-working machines. Please do not include Cabinetmakers and Bench Carpenters.**

**Common titles used: Carpenters, Framers and Maintenance Technicians.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 580 - large

**Where the Jobs Are:**



**Projected Openings:** 150  
 New: 60  
 Due to Separations: 90

**TREND RATE:**

**Employer Findings:** Most employers in this study project employment in their firm for Carpenters to grow during the next three years.

**EDD Projections:** The new job trend rate of 10.3% for Carpenters is projected to grow much faster than the average growth rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced applicants and little difficulty finding experienced applicants.

**Male/Female Percentage:** Of the positions reported, 98% were filled by males.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 183 positions. Almost all participating employers are located in South County.



## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Framing  
Familiar with new materials/metal studs  
Computer skills

### Basic Skills:

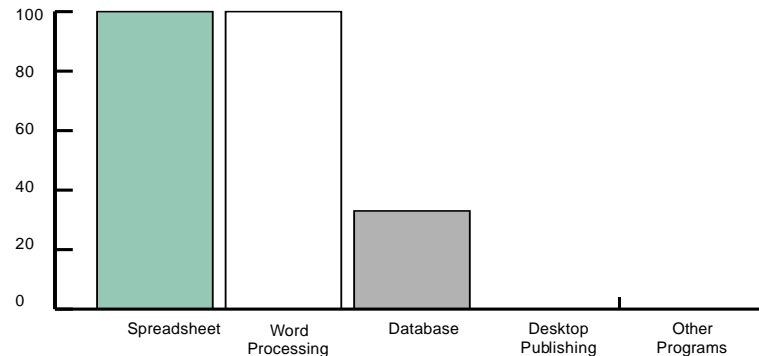
Read and follow directions  
Work independently  
Be detail-oriented

### Technical Skills/Physical Ability:

Rough carpentry skills  
Finish carpentry skills

### Computer Skills:

Some employers reported that Carpenters use computers.



### Computers Used:

IBM	13.3%
MacIntosh	6.7%
None	80%

Employers reported that Carpenters use Microsoft Windows for Workgroups, Excel, Word, Internet and E-Mail. No other programs were reported.

## WAGES AND BENEFITS

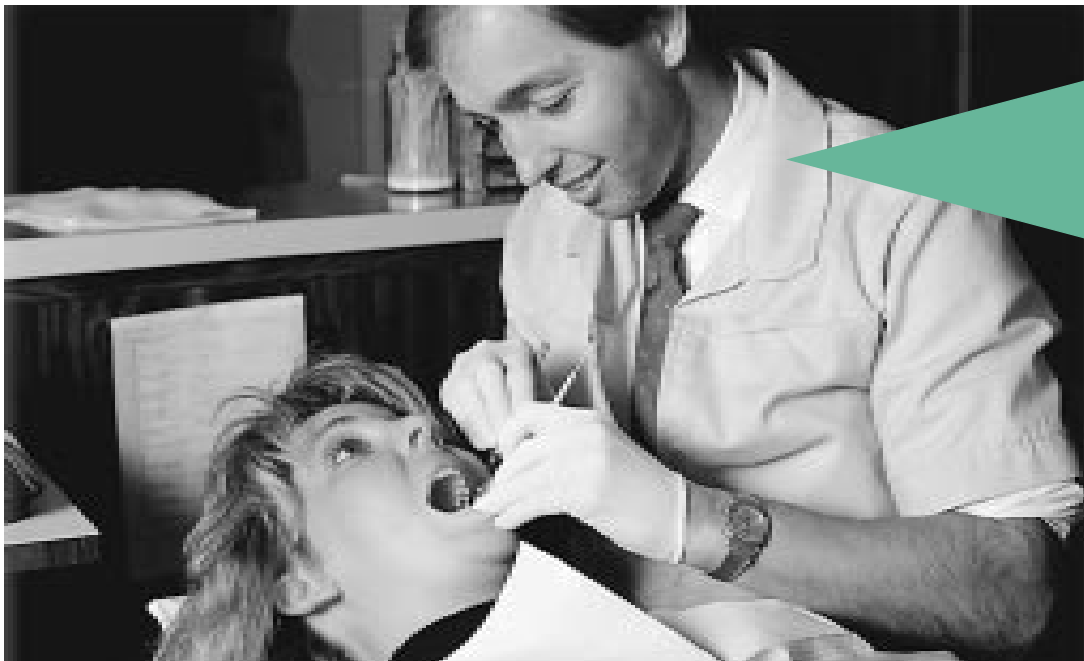
	RANGE	MEDIAN	UNION RANGE	UNION MEDIAN
Entry Level/ No Experience	\$6.00-10.00	\$8.00	\$9.67-9.67	\$9.67
Experience/ New to Firm	\$10.00-30.00	\$16.50	\$13.81-25.50	\$15.97
3+ Yrs. Experience with Firm	\$12.00-30.00	\$18.00	\$16.97-25.50	\$18.16

Union wages were provided by 20% of the employers. Of the positions reported 89% were full-time and 11% were temporary or on-call.

**Promotional Opportunities:** Almost all employers reported that Carpenters may be promoted to Foremen, Superintendents, and Supervisors.

Benefits:	FT	PT
Medical Insurance	85%	0%
Dental Insurance	31%	0%
Vision Insurance	23%	0%
Life Insurance	38%	0%
Paid Sick Leave	38%	0%
Paid Vacation	46%	0%
Retirement Plan	54%	0%
Child Care Plan	0%	0%

Other employer-specified benefits include a cafeteria plan and a union benefit package.



**GROW**

**OES Code:** 329080

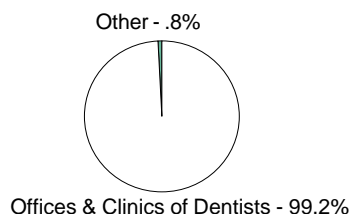
**Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.**

**Common titles used: Dental Hygienists and Registered Dental Hygienists.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 210 - small

### Where the Jobs Are:



**Projected Openings:** 50  
 New: 30  
 Due to Separations: 20

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in this occupation to grow during the next three years.

**EDD Projections:** The new job trend rate for Dental Hygienists is 14.3% which is growing much faster than the average rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Females occupied all of the positions reported in this study.

**Employer Response:** 15 employers supplied data for this occupational profile representing 41 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Use of intra oral camera  
Videography

### Basic Skills:

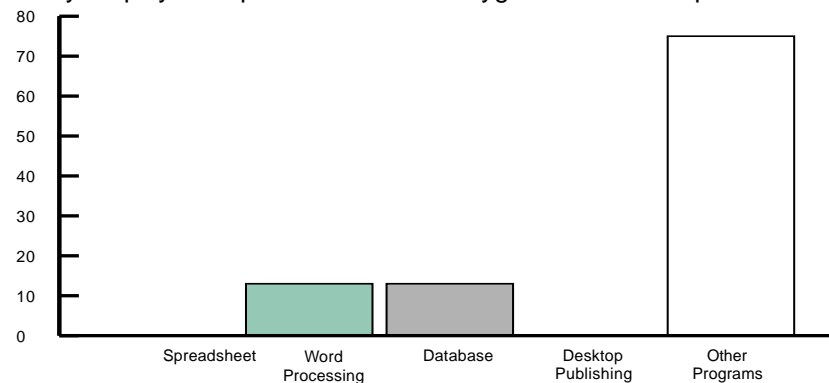
Communicate effectively  
Work independently  
Be detail-oriented

### Technical Skills/Physical Ability:

Cleans calcareous deposits  
Examines gums  
Charts conditions of tooth decay & disease

### Computer Skills:

Many employers reported that Dental Hygienists use computers.



### Computers Used:

IBM	47%
MacIntosh	0%
None	53%

Employers reported that Dental Hygienists use Microsoft Windows 95, MS-DOS, and E-Mail. Other programs include computerized x-rays, Dentrix and other dental industry specific software.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$19.18 - 39.00	\$31.25
Experience/New to Firm	\$21.00 - 43.75	\$33.75
3+ Yrs. Experience with Firm	\$30.00 - 43.75	\$35.65

All wages reported were non-union. South County employers pay at the top end of the wage ranges for experience/new to firm and 3+ years experience with firm. Some employers pay a bonus based on production. Of the positions reported, 85% were part-time, 7% were full-time, and 5% were temporary or on-call.

**Promotional Opportunities:** Almost all employers reported that Dental Hygienists are not promoted into other positions.

Benefits:	FT	PT
Medical Insurance	50%	10%
Dental Insurance	50%	40%
Vision Insurance	0%	0%
Life Insurance	10%	0%
Paid Sick Leave	30%	20%
Paid Vacation	60%	20%
Retirement Plan	30%	10%
Child Care Plan	0%	0%

Other reported benefits include free dental care, uniform allowance, a cafeteria plan and continuing education assistance.



**REMAIN  
STABLE**

**OES Code: 150261**

**Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Please include Food and Beverage Directors.**

**Common titles used: Food Services Managers, Restaurant Managers, Kitchen/Culinary Managers and Culinary Managers.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 360 - Medium

**Where the Jobs Are:**



**Projected Openings:** 80  
 New: 40  
 Due to Separations: 40

**TREND RATE:**

**Employer Findings:** Almost all employers project employment for Food Service Managers in their firm to remain stable over the next three years.

**EDD Projections:** The new job trend rate is 11.1% which is growing much faster than the average growth rate of 3.1% for jobs in this county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions in this survey, 59% were held by males.

**Employer Response:** 15 employers supplied data for this occupational profile representing 51 positions. Almost all the employers who responded to this survey are located in North County.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Knowledge of nutrition

### Basic Skills:

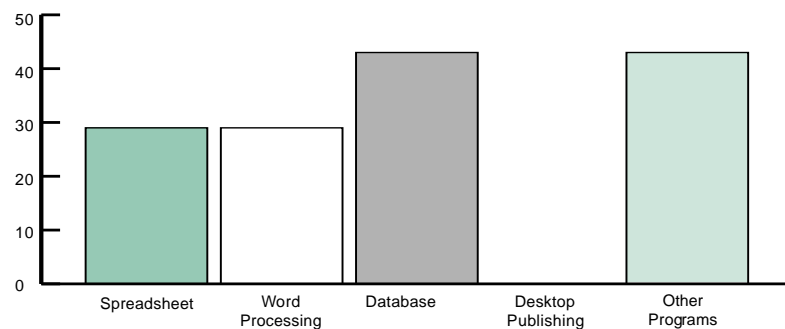
Communicate effectively with the public  
Plan & organize the work of others  
Work under pressure

### Technical Skills/Physical Ability:

Stand continuously for 2 or more hours  
Do strenuous, physically demanding work

### Computer Skills:

Almost all employers reported that Food Service Managers use computers.



### Computers Used:

IBM	80%
MacIntosh	7%
None	13%

Employers reported that Food Service Managers use specific software such as Microsoft Windows for Workgroups, Access, Excel, Word, Wordperfect and E-Mail. Other programs reported include various customized software used by the restaurant industry.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 6.00 - 12.10	\$ 8.02
Experience/New to Firm	\$ 6.50 - 12.10	\$10.00
3+ Yrs. Experience with Firm	\$7.50 - 14.67	\$11.00

All wages reported were non-union and North County employers reported 80% of the wages for Food Service Managers. A few employers commented that the wage for an employee with experience/new to firm may be as high as \$14.00 and 3+ yrs. experience with firm to \$17.00 per hour. All of the Food Service Managers reported in this survey were full-time. Many employers reported full-time hours exceed 40 hours per week and may be as high as 55 hours.

**Promotional Opportunities:** Most employers report that Food Service Managers may be promoted to General Managers, Managers, Regional Managers and Food Service Directors.

Benefits:	FT	PT
Medical Insurance	79%	0%
Dental Insurance	71%	0%
Vision Insurance	57%	0%
Life Insurance	71%	0%
Paid Sick Leave	36%	0%
Paid Vacation	100%	0%
Retirement Plan	50%	0%
Child Care Plan	0%	0%

Other employer-specified benefits include paid holidays, Section 125 and profit sharing.



**REMAIN  
STABLE**

**OES Code:** 538080

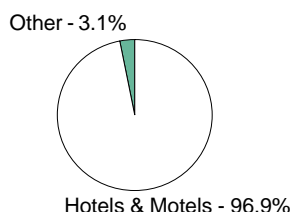
**Hotel Desk Clerks** accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

**Common titles used:** Front Desk Clerks, Hotel Desk Clerks, and Guest Service Agents

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 310 - Medium

**Where the Jobs Are:**



**Projected Openings:** 100  
 New: 10  
 Due to Separations: 90

**TREND RATE:**

**Employer Findings:** Most employers in this study project employment for Hotel Desk Clerks to remain stable over the next three years.

**EDD Projections:** The new job trend rate of 3.2% is growing at an average rate as compared to 3.1% for jobs in this county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Females filled 64% of the positions reported.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 126 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Sales ability

### Basic Skills:

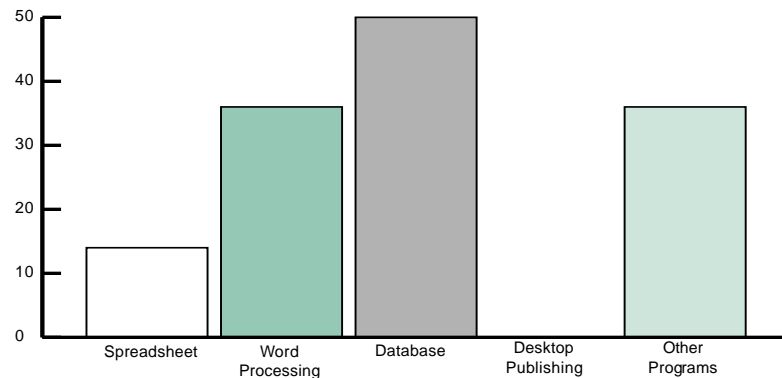
Communicate effectively with the public  
Work under pressure  
Read and follow instructions

### Technical Skills/Physical Ability:

Use customer service skills  
Handle crisis situations

### Computer Skills:

Almost all employers reported that Hotel Desk Clerks use computers.



### Computers Used:

IBM	86%
MacIntosh	7%
None	7%

Specific programs reported by employers include Microsoft Windows for Workgroups, MS-DOS, Lotus and Wordperfect. Hotel Desk Clerks use other programs such as Nite Clerk and other industry specific software.

## WAGES AND BENEFITS

	RANGE	MEDIAN
<b>Entry Level/No Experience</b>	\$ 5.50 - 7.00	\$ 6.50
<b>Experience/New to Firm</b>	\$ 6.00 - 8.00	\$ 7.00
<b>3+ Yrs. Experience with Firm</b>	\$7.00 - 9.50	\$ 8.75

All wages reported were non-union. The wage for entry level/no experience may be as high as \$8.00; experience/new to firm may be as high as \$9.00; and 3+ yrs. experience with firm may be as high as \$10.00 per hour. Of the positions reported, 65% were full-time, 27% were part-time, 5% were seasonal and 3% were temporary or on-call.

**Promotional Opportunities:** Almost all employers reported that Hotel Desk Clerks may be promoted to Front Desk Supervisors/Managers, Administrative Assistants and Managers.

Benefits:	FT	PT
Medical Insurance	83%	8%
Dental Insurance	58%	0%
Vision Insurance	33%	0%
Life Insurance	50%	8%
Paid Sick Leave	67%	33%
Paid Vacation	83%	33%
Retirement Plan	33%	17%
Child Care Plan	0%	0%



**REMAIN  
STABLE**

**OES Code: 325050**

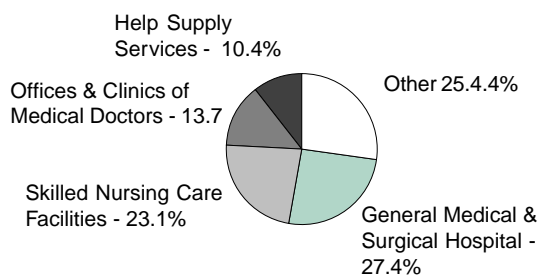
**Licensed Vocational Nurses care for ill, injured, convalescents, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.**

**Common titles used: Licensed Vocational Nurses and Staff Nurses.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 490 - large

### Where the Jobs Are:



**Projected Openings:** 100

New: 50  
Due to Separations: 50

### TREND RATE:

**Employer Findings:** Many employers in this study project employment in their firm to remain stable during the next three years.

**EDD Projections:** The new job trend rate of 10.2% for Licensed Vocational Nurses is projected to grow much faster than the average rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having a little difficulty finding inexperienced applicants and some difficulty finding experienced applicants.

**Male/Female Percentage:** Of the positions reported 93% were filled by females.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 172 positions.



## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Clinical assessments  
Supervisory skills

### Basic Skills:

Communicate effectively with patients  
Read and follow directions

### Technical Skills/Physical Ability:

Detect complications with patients.  
Provide personal service to patients  
Take vital signs

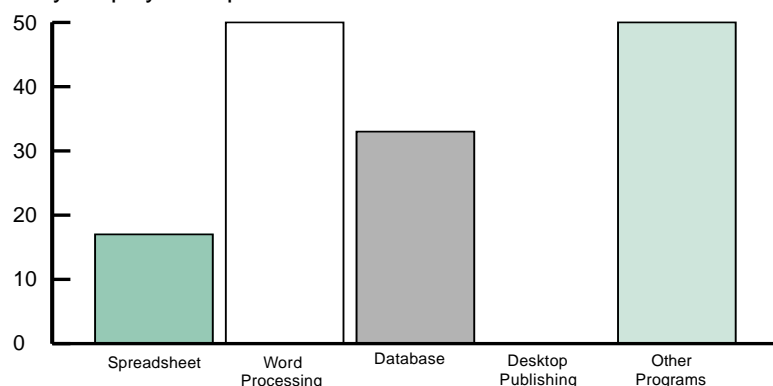
**Education and Training:** Employers report that all recent hires have completed high school or the equivalent and many have an associate degree.

**Experience:** All responding employers require 12-24 months of work-related experience but most will substitute training for experience.

**Recruitment Methods:** All employers reported using newspaper ads to recruit Licensed Vocational Nurses and almost all used employees' referrals.

### Computer Skills:

Many employers reported that Licensed Vocational Nurses use computers.



### Computers Used:

IBM	33%
Other	6.7%
None	6.0%

Employers reported that Licensed Vocational Nurses use Microsoft Windows for Workgroups, Microsoft windows NT, Access, Excel, Wordperfect and E-Mail. Other programs reported include MediTech, Pathways Practice Management, Scheduling, HCIS Patient Charting and other customized software.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 6.00 - 14.00	\$11.28
Experience/New to Firm	\$10.64 - 16.00	\$12.75
3+ Yrs. Experience with Firm	\$11.17 - 16.00	\$14.00

All of the wages reported were non-union. A few employers commented that the wage for a new employee with experience can be as high as \$17.00 and 3+ yrs. experience with firm can be as high as \$20.00 per hour. Of the positions reported, 44% were full-time, 30% were part-time, and 26% were temporary or on-call.

**Promotional Opportunities:** Many employers reported that Licensed Vocational Nurses may be promoted to Supervisors with additional schooling.

Benefits:	FT	PT
Medical Insurance	93%	43%
Dental Insurance	86%	43%
Vision Insurance	57%	36%
Life Insurance	71%	36%
Paid Sick Leave	86%	43%
Paid Vacation	86%	43%
Retirement Plan	64%	21%
Child Care Plan	14%	14%

Other employer-specified benefits include Section 125, Long Term Disability and Accidental Death and Dismemberment Policy.



**REMAIN  
STABLE**

**OES Code: 130110**

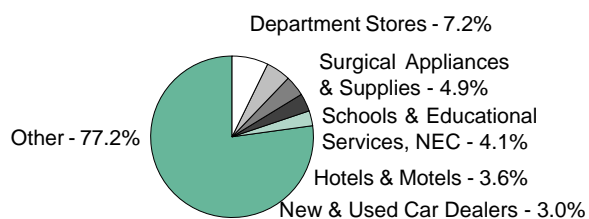
**Marketing, Advertising, and Public Relations Managers** formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

**Common titles used:** Marketing Managers, Sales Managers, Public Relations/Promotions Directors, and Business Development Managers.

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 600 - large

### Where the Jobs Are:



**Projected Openings:** 110

New: 40  
Due to Separations: 70

### TREND RATE:

**Employer Findings:** Most employers participating project employment in this occupation to remain stable during the next three years.

**EDD Projections:** The new job trend rate for Marketing, Advertising, and Public Relations Managers is 6.7% which is growing much faster than the average rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** 54% of the positions reported were held by females.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 35 positions. Most of the employers who participated are located in South County.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

New Computer Technology  
Internet  
Web Page Design Concepts  
Desktop Publishing

### Basic Skills:

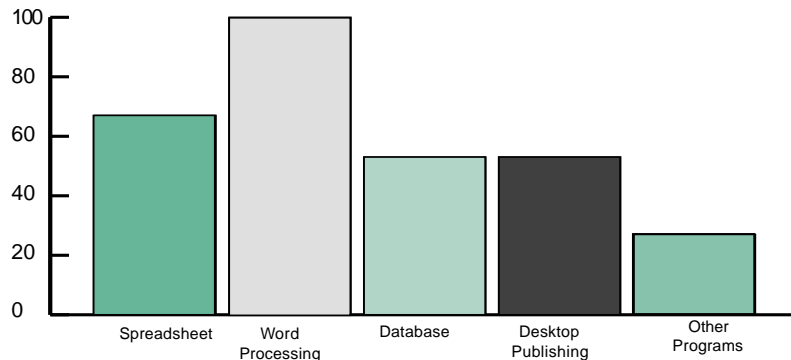
Communicate effectively with the public  
Work under pressure  
Plan and organize the work of others

### Technical Skills/Physical Ability:

Manage multiple priorities  
Meet deadlines  
Manage unexpected situations

### Computer Skills:

All employers reported that Marketing, Advertising, and Public Relations Managers use computers.



### Computers Used:

IBM 73%  
MacIntosh 27%

Programs used include Microsoft Windows for Workgroups, Excel, Powerpoint, Access, and E-Mail. Other programs reported by employers were Graphics, Internet and Web Page Design.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$7.00 - 14.38	\$10.55
Experience/New to Firm	\$10.00 - 35.85	\$16.78
3+ Yrs. Experience with Firm	\$14.50 - 46.03	\$23.01

All wages reported were non-union and South County employers pay at the top end of the wage ranges. A few employers commented that the wage for an employee with 3+ years of experience with firm can be as high as \$50.00 per hour. Full-time employees accounted for 97% of the positions reported and 3% were temporary or on-call.

**Promotional Opportunities:** Most employers reported that Marketing, Advertising, and Public Relations Managers may be promoted to Business/Sales Managers, Vice-Presidents, Managers and Directors.

Benefits:	FT	PT
Medical Insurance	100%	7%
Dental Insurance	87%	7%
Vision Insurance	80%	7%
Life Insurance	87%	7%
Paid Sick Leave	73%	7%
Paid Vacation	80%	7%
Retirement Plan	53%	7%
Child Care Plan	0%	0%

Other reported benefits include tuition reimbursement, 401K plans, stock options, employee assistance programs, and long-term disability.



**REMAIN  
STABLE**

**OES Code: 329110**

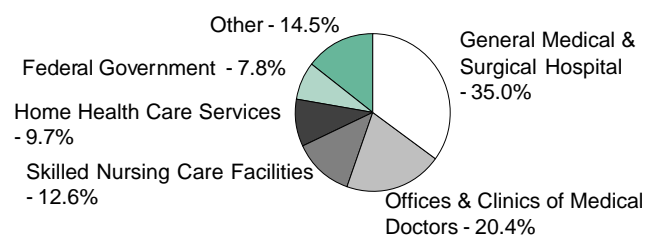
**Medical Records Technicians compile and maintain medical records of hospital and clinic patients.**

**Common titles used: Medical Records technicians/Clerks, Medical Records Coordinators/Specialists and Receptionists.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 90 - Small

### Where the Jobs Are:



**Projected Openings:** 20  
 New: 10  
 Due to Separations: 10

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in their firm to remain stable during the next three years.

**EDD Projections:** The new job trend rate of 11.1% for Medical Records Technicians is projected to grow much faster than the average growth rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported 93% were filled by females.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 89 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Public Relations

### Basic Skills:

Keep records  
Work under pressure  
Work under pressure  
Read and follow instructions

### Technical Skills/Physical Ability:

Follow medical records control procedures  
File alphabetically and numerically

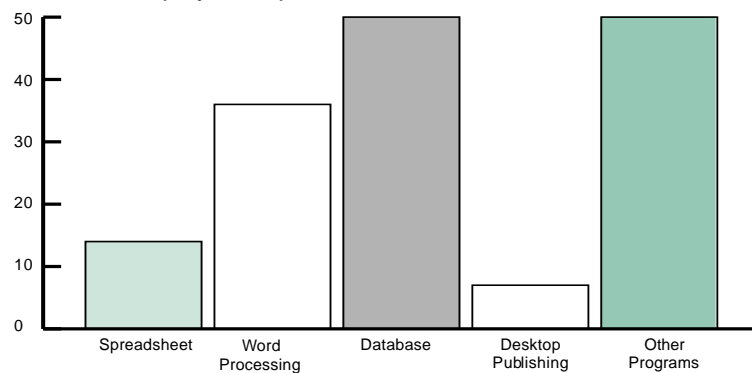
**Education and Training:** Employers report that all recent hires have completed high school or the equivalent and some have college course work (but not necessarily have a degree).

**Experience:** All responding employers require 6-24 months of work-related experience but almost all will substitute training for experience.

**Recruitment Methods:** Almost all employers reported using newspaper ads and employees' referrals to recruit Medical Records Technicians.

### Computer Skills:

Almost all employers reported that Medical Records Technicians use computers.



### Computers Used:

IBM	86.6%
MacIntosh	6.7%
None	6.7%

Employers reported that Medical Records Technicians use Microsoft Windows for Workgroups, MS-DOS, Novell Networking, Access, Excel, and Wordperfect. Other programs reported include Data Medic, Medical Manager, MedTech and other industry specific programs.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$5.52 - 10.00	\$7.00
Experience/New to Firm	\$6.44 - 10.50	\$8.00
3+ Yrs. Experience with Firm	\$7.37 - 11.00	\$9.00

All wages reported were non-union. A few employers commented that the wage for a new employee with experience can be as high as \$14.00 and 3+ yrs. experience with firm can be as high as \$14.85 per hour. Of the positions reported, 71% were full-time, 19% were part-time and 10% were temporary or on-call.

**Promotional Opportunities:** Many employers reported that Medical Records Technicians may be promoted to Receptionists, Front Office Clerks/Managers and various higher level clerical positions.

Benefits:	FT	PT
Medical Insurance	80%	27%
Dental Insurance	53%	20%
Vision Insurance	33%	13%
Life Insurance	47%	13%
Paid Sick Leave	73%	33%
Paid Vacation	80%	33%
Retirement Plan	40%	7%
Child Care Plan	0%	0%

Other employer-specific benefits include a cafeteria plan, long-term disability, flexible spending and 125 Section plan.



**REMAIN  
STABLE**

**OES Code: 325181**

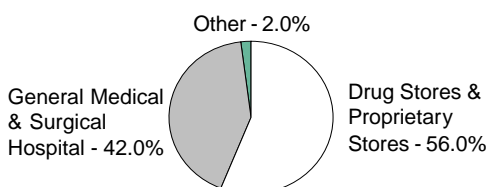
**Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a Pharmacy Supervisor or Staff Pharmacist. Their duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.**

**Common titles used: Pharmacy Technicians and Pharmacy Clerks**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 90 - Small

### Where the Jobs Are:



**Projected Openings:** 20

New: 10  
Due to Separations: 10

### TREND RATE:

**Employer Findings:** Most employers in this study project employment for Pharmacy Technicians in their firm to remain stable during the next three years.

**EDD Projections:** The new job trend rate of 11.1% for Pharmacy Technicians is projected to grow much faster than the average growth rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported 73% were filled by females.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 44 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Medical terminology  
Insurance billing

### Basic Skills:

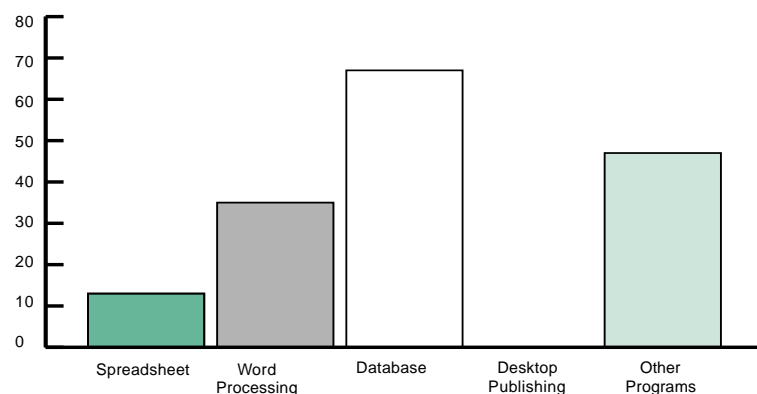
Communicate effectively with the public  
Work under pressure

### Technical Skills/Physical Ability:

Work as part of a team  
Perform basic mathematical calculations

### Computer Skills:

All employers reported that Pharmacy Technicians use computers.



### Computers Used:

IBM	80%
MacIntosh	6.7%
Both IBM/Mac	6.7%
Other	6.7%

Employers reported that Pharmacy Technicians use Microsoft Windows for Workgroups, Microsoft Windows NT, Access, Excel, Powerpoint, Wordperfect, Internet, and E-Mail. Other programs reported include QS-1, RX, RX30 and other pharmacy specific software.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 5.50 - 10.00	\$ 6.50
Experience/New to Firm	\$ 5.50 - 11.00	\$ 9.00
3+ Yrs. Experience with Firm	\$ 8.00 - 14.00	\$11.00

Union wages were provided by 13% of the employers. Union employers pay at the top end of the wage ranges for experience/new to firm and 3+ years experience with firm. Of the positions reported, 91% were full-time and 7% were part-time and 2% were temporary or on-call.

**Promotional Opportunities:** Some employers reported that Pharmacy Technicians may be promoted to Lead Person, Technician Specialist or Insurance Billing. With additional education, a Pharmacy Technician may be promoted to a Pharmacist.

Benefits:	FT	PT
Medical Insurance	91%	9%
Dental Insurance	45%	9%
Vision Insurance	45%	9%
Life Insurance	55%	9%
Paid Sick Leave	82%	9%
Paid Vacation	100%	9%
Retirement Plan	82%	9%
Child Care Plan	9%	9%





**REMAIN  
STABLE**

**OES Code: 875020**

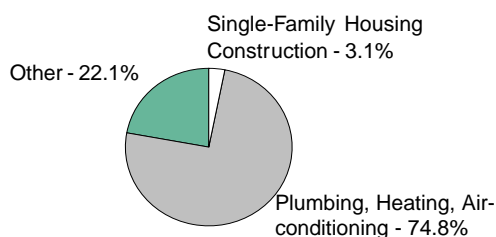
**Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Please do not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.**

**Common titles used: Plumbers and Journeyman Plumbers**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 410 - Medium

### Where the Jobs Are:



**Projected Openings:** 120

New: 50

Due to Separations: 70

### TREND RATE:

**Employer Findings:** Most participating employers project employment for Plumbers, Pipefitters and Steamfitters to remain stable during the next three years.

**EDD Projections:** The new job trend rate for this occupation is 12.2% which is growing much faster than the average rate of 3.1% for Santa Barbara County jobs.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** 99% of the positions reported were filled by male employees

**Employer Response:** 15 employers supplied the data for this occupational profile representing 86 positions.



## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Electronics  
Computer skills  
Customer Service skills

### Basic Skills:

Communicate effectively with the public  
Work independently  
Read & follow directions  
Work under pressure

### Technical Skills/Physical Ability:

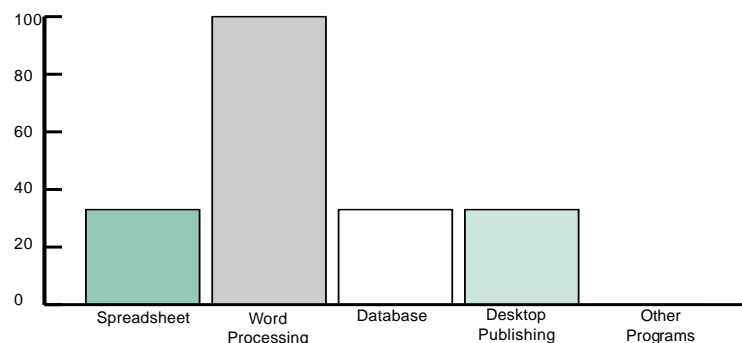
Understand building codes  
Perform pipefitting  
Perform soldering

**Education and Training:** Employers report that all recent hires have completed high school or the equivalent.

**Experience:** All responding employers require 12-48 months of work-related experience but almost all will substitute training for experience.

**Recruitment Methods:** Most employers reported using employees' referrals and many reported using newspaper ads to recruit for Plumbers, Pipefitters and Steamfitters.

**Computer Skills:** Few employers reported that Plumbers, Pipefitters and Steamfitters use computers.



### Computers Used:

IBM	20%
None	80%

The most common software programs reported by employers are Microsoft Windows for Workgroups, Excel, Word and Quicken.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 5.25 - 10.00	\$8.22
Experience/New to Firm	\$9.97 - 18.00	\$13.00
3+ Yrs. Experience with Firm	\$12.00 - 25.00	\$19.18

Of the employers participating, 13% provided union wage information. Union wages may be as high as \$19.00 for entry level/no experience and \$35.00 for experience/new to firm and 3+ yrs. experience with firm. Full-time employees accounted for 94% of the positions reported, 5% were part-time and 1% were temporary or on-call.

**Promotional Opportunities:** Some employers reported that Plumbers, Pipefitters and Steamfitters may be promoted to Foremen, Lead or Senior Plumbers or Managers.

Benefits:	FT	PT
Medical Insurance	85%	0%
Dental Insurance	23%	0%
Vision Insurance	8%	0%
Life Insurance	31%	0%
Paid Sick Leave	8%	0%
Paid Vacation	92%	0%
Retirement Plan	31%	0%
Child Care Plan	0%	0%

Another benefit reported was a Christmas bonus.

**GROW****OES Code: 150110**

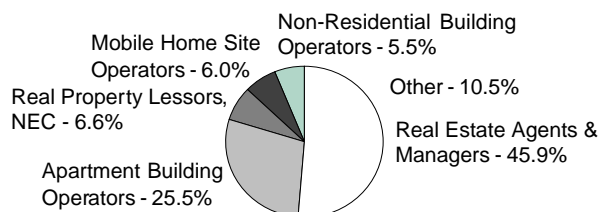
**Property and Real Estate Managers and Administrators plan, organize, direct, control, or coordinate real estate property management, purchase, sales and leasing activities. Their work involves management of buildings or properties, management of real estate buying and selling activities for clients or employers, and management of rented or leased housing units, buildings, or land (including rights-of-way). Please do not include workers whose duties are not primarily managerial or who are engaged primarily in direct buying or selling or real estate.**

**Common titles used: Property/Real Estate Managers, Commercial/Residential Property Supervisors, and Business Managers.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 330 - Medium

### Where the Jobs Are:



**Projected Openings:** 60

New:	30
Due to Separations:	30

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in their firm to grow during the next three years.

**EDD Projections:** The new job trend rate of 9.1% for Property and Real Estate Managers and Administrators is projected to grow much faster than the average rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported 67% were filled by females.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 51 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Knowledge of government regulations

### Basic Skills:

Communicate effectively with the public  
Work under pressure  
Keep records

### Technical Skills/Physical Ability:

Solve problems  
Organize and manage time effectively

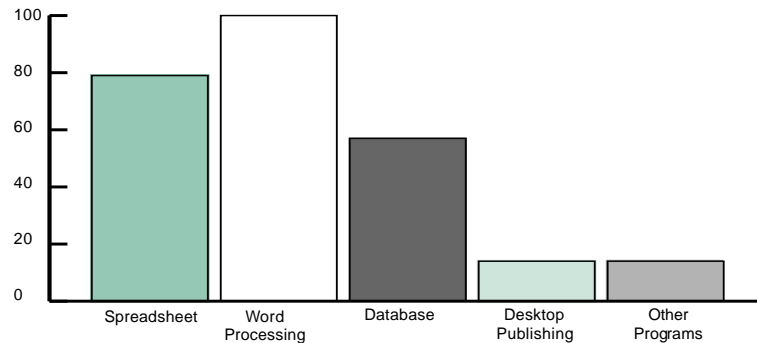
**Education and Training:** Employers report that all recent hires have completed high school or the equivalent, some have college course work (but not necessarily have a degree) and many have a bachelor degree.

**Experience:** All responding employers require 12-60 months of work-related experience but most will substitute training for experience.

**Recruitment Methods:** Almost all employers reported using newspaper ads to recruit Property and Real Estate Managers and Administrators and most reported using employees' referrals and in-house promotions or transfers.

### Computer Skills:

All employers reported that Property and Real Estate Managers and Administrators use computers.



### Computers Used:

IBM	93.3%
Both IBM/MacIntosh	6.7%

Employers reported that Property and Real Estate Managers and Administrators use Microsoft Windows for Workgroups, MS-DOS, Access, Excel, Word, Internet, and E-Mail. Other programs reported include Yardi, Amipro, and customized programs, including credit check systems.

## WAGES AND BENEFITS

	RANGE	MEDIAN
<b>Entry Level/No Experience</b>	\$ 5.18 - 17.26	\$ 8.50
<b>Experience/New to Firm</b>	\$ 7.00 - 17.26	\$14.38
<b>3+ Yrs. Experience with Firm</b>	\$ 8.50 - 23.01	\$15.54

All of the wages reported were non-union. A few employers commented that the wage for a new employee with experience can be as high as \$19.18 and 3+ yrs. experience with firm can be as high as \$23.97 per hour. Of the positions reported, 88% were full-time, 10% were part-time and 2% were temporary or on-call.

**Promotional Opportunities:** Many employers reported that Property and Real Estate Managers and Administrators may be promoted to Vice Presidents/Presidents of Property Management, District Managers or Senior Property Managers.

Benefits:	FT	PT
Medical Insurance	85%	8%
Dental Insurance	62%	8%
Vision Insurance	38%	0%
Life Insurance	46%	8%
Paid Sick Leave	92%	15%
Paid Vacation	100%	15%
Retirement Plan	38%	8%
Child Care Plan	0%	0%



**REMAIN  
STABLE**

**OES Code: 329210**

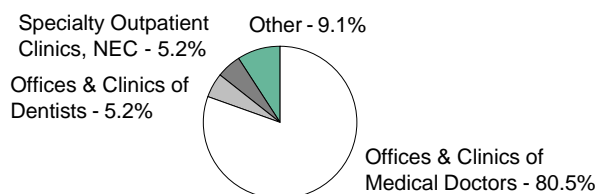
**Diagnostic Radiologic Technologists** safely use x-ray equipment, including CT scanners, to demonstrate designated portions of the human body on x-ray films or fluoroscopic screens for diagnostic purposes. They are also known as Radiographers.

**Common titles used:** Radiologic Technologists, Radiation Therapists, Cat Scan Technologists and Radiographers.

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 70 - small

### Where the Jobs Are:



**Projected Openings:** 20  
 New: 10  
 Due to Separations: 10

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in their firm to remain stable during the next three years.

**EDD Projections:** The new job trend rate of 14.3% for Radiologic Technologists - Diagnostic is projected to grow much faster than the average growth rate of 3.1% for jobs in the County.

**Supply and Demand:** Employers reported having little difficulty finding inexperienced applicants and some difficulty finding experienced applicants.

**Male/Female Percentage:** Of the positions reported 73% were filled by females.

**Employer Response:** 10 employers supplied the data for this occupational profile representing 136 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Office skills

### Basic Skills:

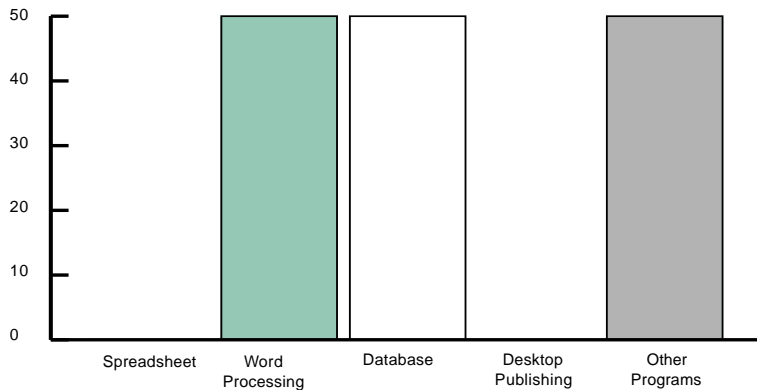
Communicate effectively with patients  
Work under pressure

### Technical Skills/Physical Ability:

Use x-ray equipment safely  
Use CT Scanners  
Practices radiation protection techniques

### Computer Skills:

Many employers reported that Radiologic Technologists - Diagnostic use computers.



### Computers Used:

IBM 50%  
None 50%

Specific programs used by Radiologic Technologists - Diagnostic reported by employers include Microsoft Windows for Workgroups, Novell Networking, Access, Wordperfect and E-Mail. Other programs reported include IMPAC, Access RT, FoxMed, Cycare and IDXRAD.

## WAGES AND BENEFITS

	RANGE	MEDIAN
<b>Entry Level/No Experience</b>	\$ 9.00 - 19.00	\$13.24
<b>Experience/New to Firm</b>	\$11.00 - 23.00	\$13.67
<b>3+ Yrs. Experience with Firm</b>	\$12.63 - 25.00	\$15.10

All of the wages provided were non-union. Of the positions reported, 39% were full-time, 36% were part-time and 25% were temporary or on-call.

**Promotional Opportunities:** Many employers reported that Radiologic Technologists - Diagnostic may be promoted to Specialty Technicians, MRT/CT Technicians and Supervisors.

Benefits:	FT	PT
Medical Insurance	100%	67%
Dental Insurance	89%	67%
Vision Insurance	67%	56%
Life Insurance	89%	44%
Paid Sick Leave	100%	78%
Paid Vacation	100%	78%
Retirement Plan	78%	56%
Child Care Plan	11%	11%



**REMAIN  
STABLE**

**OES Code: 273070**

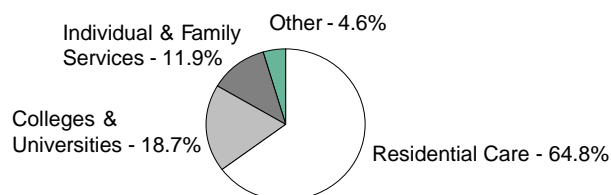
**Residential counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other problems. They order supplies and determine need for maintenance, repairs, and furnishings.**

**Common titles used: Residential Counselors, Child Care Workers, Direct Care Staff, and Living Skills Counselors.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 410 - medium

### Where the Jobs Are:



**Projected Openings:** 90

New: 40

Due to Separations: 50

### TREND RATE:

**Employer Findings:** Almost all employers in this study project employment in their firm to remain stable during the next three years.

**EDD Projections:** The new job trend rate of 9.8% for Residential Counselors is projected to grow much faster than the average growth rate of 3.1% in the County.

**Supply and Demand:** Employers reported having little difficulty finding inexperienced and some difficulty finding experienced applicants.

**Male/Female Percentage:** Of the positions reported 61% were filled by females.

**Employer Response:** 16 employers supplied the data for this occupational profile representing 311 positions. Most employers who participated in this survey are located in South County.

## EDUCATION, EXPERIENCE AND SKILLS

**New Skills:**  
Computer skills

**Basic Skills:**  
Communicate effectively  
Exercise patience

**Technical Skills/Physical Ability:**  
Coordinate activities for patients  
Develop program plans for individuals  
Counsel residents

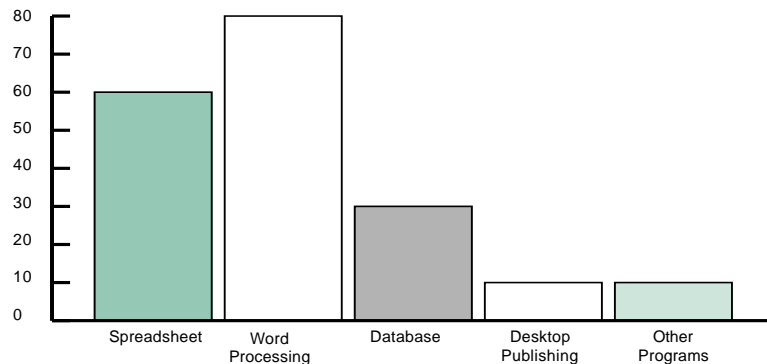
**Education and Training:** Employers report that all recent hires have completed high school or the equivalent and some have college course work (but not necessarily have a degree).

**Experience:** Almost all employers require 3-24 months of work-related experience but most will substitute training for experience.

**Recruitment Methods:** Almost all employers reported using newspaper ads to recruit Residential Counselors, most reported using employees' referrals and many used in-house promotions or transfers.

### Computer Skills:

Many employers reported that Residential Counselors use computers.



### Computers Used:

IBM	56.25%
None	43.75%

Employers reported that Residential Counselors use Microsoft Windows for Workgroups, Microsoft Windows NT, Excel, Access, Word and E-Mail. Another program reported was Quick Books.

## WAGES AND BENEFITS

	RANGE	MEDIAN
<b>Entry Level/No Experience</b>	\$5.15 - 11.00	\$7.00
<b>Experience/New to Firm</b>	\$5.25 - 12.00	\$7.75
<b>3+ Yrs. Experience with Firm</b>	\$5.35 - 13.90	\$8.96

All of the wages reported were non-union. Of the positions reported, 64% were full-time, 28% were part-time and 8% were temporary or on-call.

**Promotional Opportunities:** Most employers reported that Residential Counselors may be promoted to Assistant House Managers, Assistant Residential Managers, House Administrators and Supervisors.

Benefits:	FT	PT
Medical Insurance	64%	7%
Dental Insurance	64%	7%
Vision Insurance	36%	0%
Life Insurance	29%	7%
Paid Sick Leave	79%	29%
Paid Vacation	93%	29%
Retirement Plan	21%	0%
Child Care Plan	0%	0%





**GROW**

**OES Code: 490210**

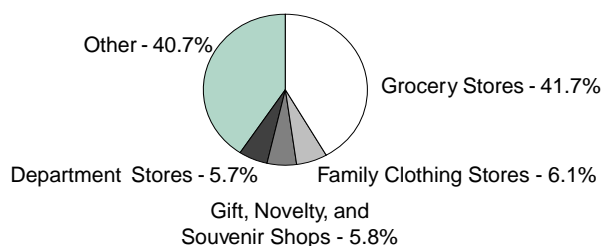
**Sales Floor Stock Clerks receive, store, and issue merchandise on the sales floor, stock shelves, racks, cases, bins, and tables with merchandise, arrange displays of items to attract customers, and may periodically take physical count of stock or check and mark merchandise.**

**Common titles used: Sales Associates/Clerks, Stock/Grocery Clerks and General Merchandise Clerks.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 810 - large

**Where the Jobs Are:**



**Projected Openings:** 170  
 New: 40  
 Due to Separations: 130

**TREND RATE:**

**Employer Findings:** Many employers project employment for Stock Clerks - Sales Floor to grow over the next three years.

**EDD Projections:** The new job trend rate of 4.9% for Stock Clerks - Sales Floor is growing much faster than the average growth rate of 3.1% for Santa Barbara County.

**Supply and Demand:** Employers reported having little difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** 54% of the positions reported were held by males.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 338 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills

### Basic Skills:

Communicate effectively with the public  
Work independently  
Read and follow instructions

### Technical Skills/Physical Ability:

Receive and store merchandise  
Mark merchandise

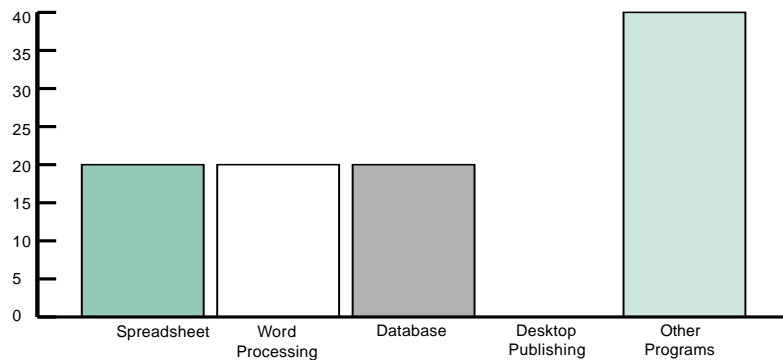
**Education and Training:** Employers report that all recent hires have completed high school or the equivalent and some have college course work (but not necessarily have a degree).

**Experience:** Almost all employers require 3-12 months of work-related experience but all will substitute training for experience.

**Recruitment Methods:** Most employers reported using in-house promotions or transfers and employees' referrals and many used newspaper ads and unsolicited applications to recruit Stock Clerks - Sales Floor.

### Computer Skills:

Some employers report that Stock Clerks - Sales Floor use computers.



### Computers Used:

IBM	20%
Other	7%
None	73%

Specific software used by Stock Clerks include Excel and E-Mail. Other programs are customized for use by each individual employer.

## WAGES AND BENEFITS

	RANGE	MEDIAN	UNION RANGE	UNION MEDIAN
<b>Entry Level/ No Experience</b>	\$4.75-7.91	\$5.50	\$5.25-9.36	\$7.25
<b>Experience/ New to Firm</b>	\$4.75-9.59	\$6.00	\$6.25-11.00	\$7.25
<b>3+ Yrs. Experience with Firm</b>	\$6.00-12.95	\$7.00	\$15.50-15.90	\$15.65

Union wages were provided by 27% of the participating employers. Minimum wage was \$4.75 during the data collection period. A few employers reported that the union wage for an experience/new to firm employee may be as high as \$14.00. Of the positions reported, 40% were full-time and 59% were part-time.

**Promotional Opportunities:** Almost all employers report Stock Clerks - Sales Floor may be promoted to Assistant Managers, Lead Workers and Managers.

Benefits:	FT	PT
Medical Insurance	83%	42%
Dental Insurance	67%	42%
Vision Insurance	58%	33%
Life Insurance	58%	33%
Paid Sick Leave	75%	50%
Paid Vacation	83%	50%
Retirement Plan	67%	33%
Child Care Plan	8%	0%

Other employer-specified benefits include a union benefit package.



**REMAIN  
STABLE**

**OES Code: 971020**

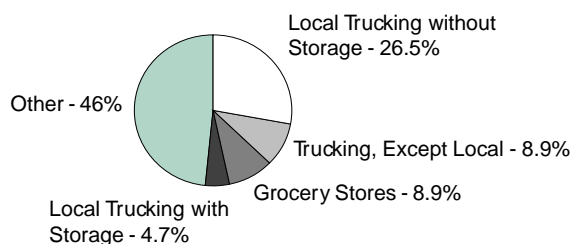
**Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.**

**Common titles used: Truck Drivers, Drivers, and Line Drivers**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 780 - large

### Where the Jobs Are:



**Projected Openings:** 220

New:	130
Due to Separations:	90

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in this occupation to remain stable over the next three years.

**EDD Projections:** The new job trend rate of 16.7% for Truck Drivers - Heavy or Tractor Trailer is projected to grow much faster than the average rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported, 98% were filled by males.

**Employer Response:** 16 employers supplied the data for this occupational profile representing 203 positions. Most of the reporting employers are located in North County.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Perform a variety of jobs.  
Hazardous Materials Training

### Basic Skills:

Read and follow directions  
Work independently  
Work under pressure  
Communicate effectively

### Technical Skills/Physical Ability:

Pass a pre-employment medical exam  
Lift at least 50 lbs.  
Sit continuously for 2 or more hours.  
Load and unload.

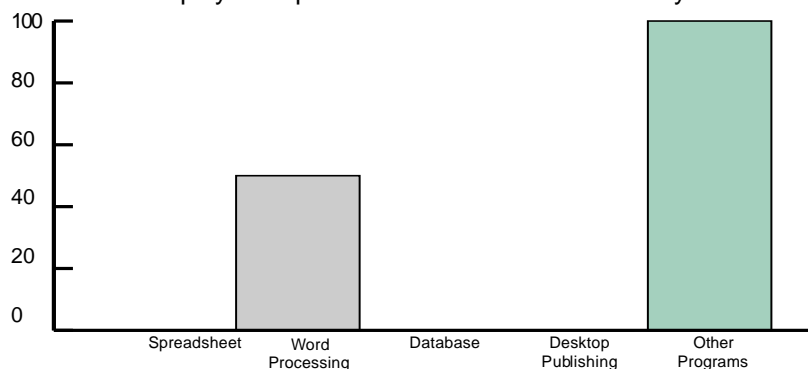
**Education and Training:** All employers report that recent hires have completed high school or the equivalent. Some positions require a Class A or B Driver's License.

**Experience:** All employers require 6-24 months of work-related experience but most will substitute training for experience.

**Recruitment Methods:** Most employers reported using employees' referrals to recruit Truck Drivers - Heavy or Tractor Trailer and many reported using unsolicited applications.

### Computer Skills:

Some employers reported that Truck Drivers - Heavy or Tractor Trailer use computers.



### Computers Used:

IBM	0%
Macintosh	0%
Other	12.5%
None	87.5%

Employers reported that other programs used by Truck Drivers - Heavy or Tractor Trailer include Mid-Star System, QualComm System and Raven Spraying System.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 8.00 - 12.00	\$10.25
Experience/New to Firm	\$ 8.50 - 14.00	\$11.00
3+ Yrs. Experience with Firm	\$ 8.50 - 17.00	\$12.00

Union wages were reported by 19% of the employers. A few employers commented that the wage for an employee with experience/new to firm and with 3+ yrs. experience with firm may be as high as \$18.00 per hour. Full-time employees accounted for 82% of the positions, 4% were part-time and 14% were seasonal. Many employers reported full-time hours per week exceed 40 and may be as high as 55.

**Promotional Opportunities:** Positions that Truck Drivers - Heavy or Tractor-Trailer may promote to include Route Supervisors, Crew Chiefs, Sales Positions, and Managers.

Benefits:	FT	PT
Medical Insurance	88%	0%
Dental Insurance	69%	0%
Vision Insurance	31%	0%
Life Insurance	38%	0%
Paid Sick Leave	25%	0%
Paid Vacation	44%	0%
Retirement Plan	56%	0%
Child Care Plan	0%	0%

Other employer-specified benefits include a union benefit package and Section 125.



**REMAIN  
STABLE**

**OES Code: 971050**

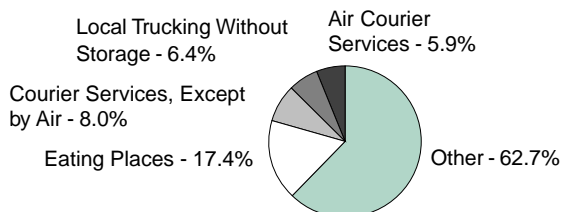
**Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Please do not include workers whose duties include sales.**

**Common titles used: Package/Truck Drivers, Delivery Drivers, Warehouse Workers/Drivers.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** 1170 - very large

### Where the Jobs Are:



**Projected Openings:** 330  
 New: 190  
 Due to Separations: 140

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in their firm to remain stable during the next three years.

**EDD Projections:** The new job trend rate of 16.2% for Drivers, Light is projected to grow much faster than the average growth rate of 3.1% for jobs in the county.

**Supply and Demand:** Employers reported having little difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported 88% were filled by males.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 188 positions.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Clean driving record  
Heavy lifting

### Basic Skills:

Read and follow instructions  
Communicate effectively with the public

### Technical Skills/Physical Ability:

Load and unload  
Pass a pre-employment medical exam

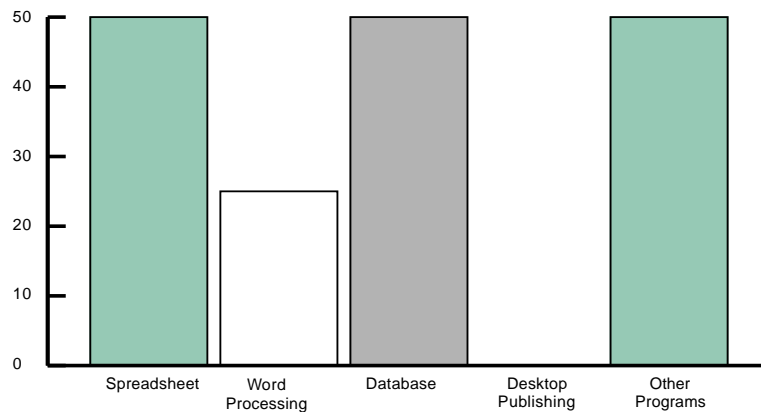
**Education and Training:** Employers report that all recent hires have completed high school.

**Experience:** Most responding employers require 6-24 months of work-related experience but almost all will substitute training for experience.

**Recruitment Methods:** Most employers reported using employees' referrals to recruit Truck Drivers, Light and many reported using newspaper ads and in-house promotions or transfers.

### Computer Skills:

Almost all employers reported that Truck Drivers, Light do not use computers.



### Computers Used:

IBM	13%
None	87%

Employers reported that Truck Drivers, Light use Microsoft Windows NT, Access, Excel, Lotus, Internet, and E-Mail. Another program reported was Escape.

## WAGES AND BENEFITS

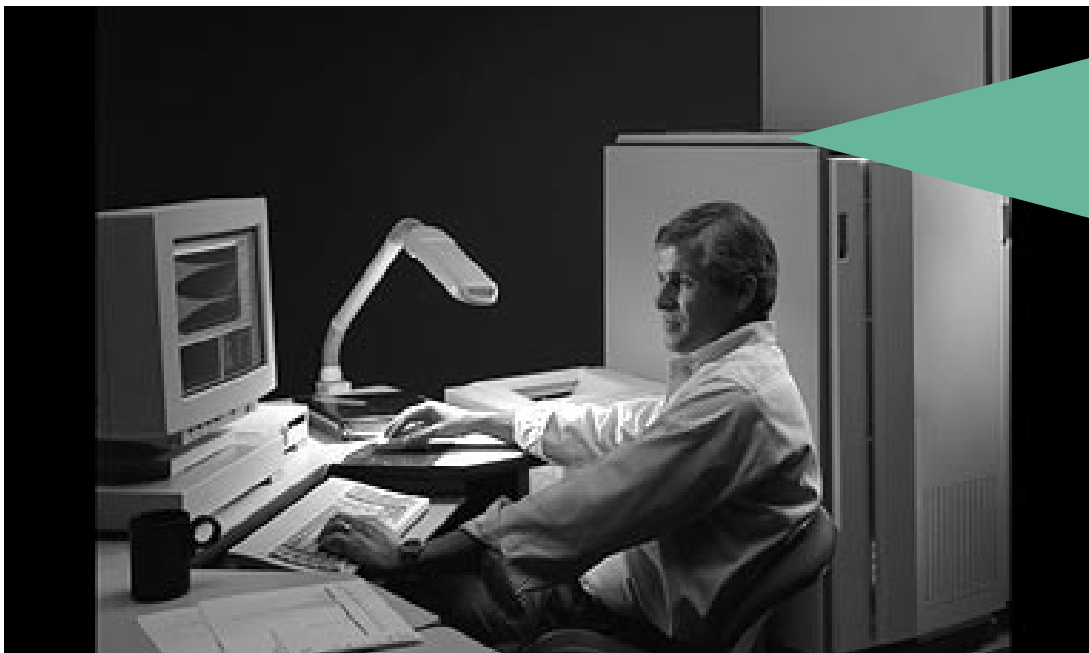
	RANGE	MEDIAN	UNION RANGE	UNION MEDIAN
Entry Level/ No Experience	\$4.75-9.00	\$6.00	\$7.50-13.24	\$10.13
Experience/ New to Firm	\$4.75-11.50	\$6.50	\$7.50-13.63	\$11.69
3+ Yrs. Experience with Firm	\$4.75-16.00	\$8.00	\$10.00-20.55	\$12.96

Union wages were provided by 27% of the employers. Minimum wage was \$4.75 during the data collection period. Of the positions reported, 72% were full-time, 25% were part-time and 3% are temporary or on-call.

**Promotional Opportunities:** Almost all employers reported that Truck Drivers, Light may be promoted to Utilities Drivers, Supervisors or Managers.

Benefits:	FT	PT
Medical Insurance	73%	9%
Dental Insurance	73%	9%
Vision Insurance	73%	9%
Life Insurance	55%	0%
Paid Sick Leave	55%	18%
Paid Vacation	82%	18%
Retirement Plan	64%	9%
Child Care Plan	0%	0%

Other employer-specified benefits include a 401K plan, Section 125 and paid holidays.


**GROW**

**NON-OES Code: 003362999**

**CAD Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.**

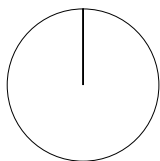
**Common titles used: CAD Technicians / Operators and Designers.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** Not available

**Where the Jobs Are:**

Industry Information is not available



**Projected Openings:** Not available

### TREND RATE:

**Employer Findings:** Most employers in this study project employment in their firm to grow during the next three years for CAD Technicians.

**EDD Projections:** The new job trend rate for CAD Technicians is not available.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported, 87% were filled by males.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 91 positions.



## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Advanced computer/CAD skills  
Graphics Interface Systems  
Knowledge of Pro-Engineering

### Basic Skills:

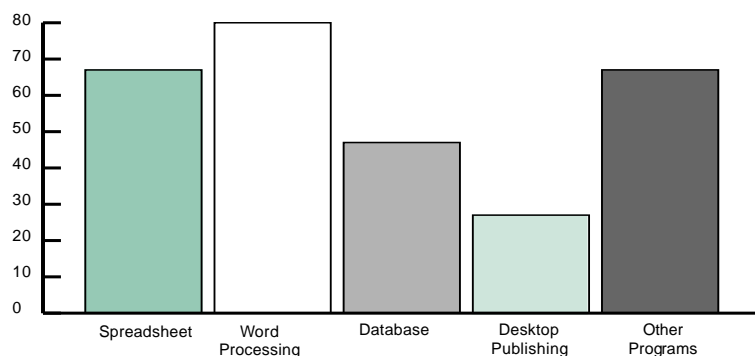
Be detail-oriented  
Work independently

### Technical Skills/Physical Ability:

Work under pressure  
Apply problem solving skills  
Organize and manage effectively

### Computer Skills:

All employers reported that CAD Technicians use computers.



### Computers Used:

IBM	87%
Macintosh	0%
Both IBM/Mac	13%

Employers reported that CAD Technicians use Microsoft Windows for Workgroups, Excel, Access, Powerpoint, Microsoft Windows NT, MS-DOS, Internet, and E-Mail. Other programs reported include Auto CAD, Pro E, Softdesk, CEAL, CADAM, CADkey, Alegro and CADRA.

## WAGES AND BENEFITS

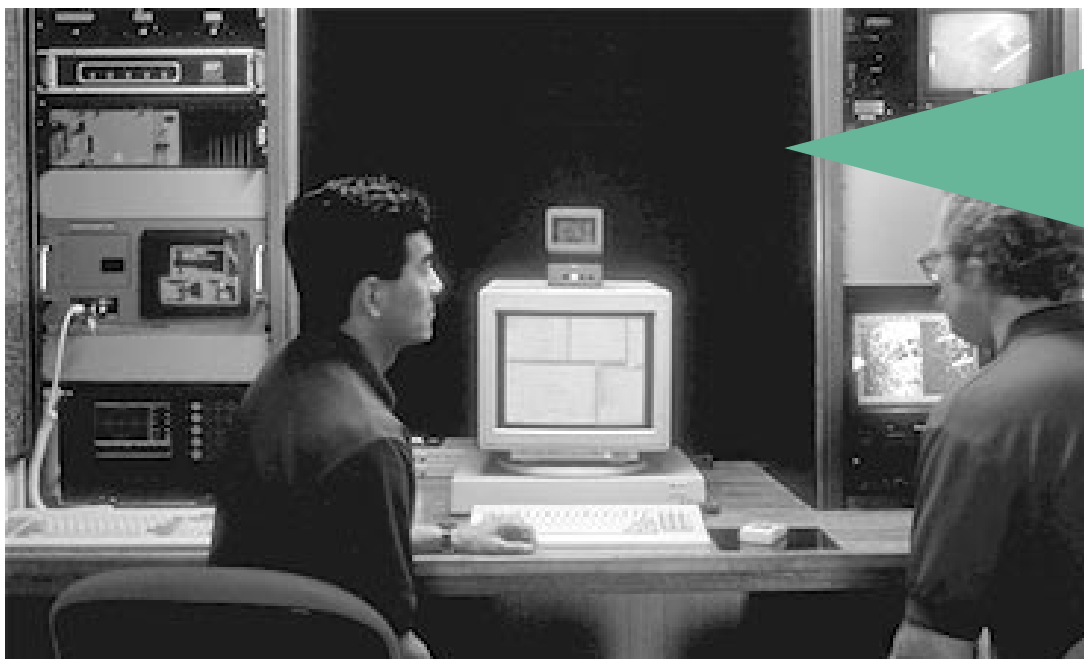
	RANGE	MEDIAN
<b>Entry Level/No Experience</b>	\$ 6.00 - 14.38	\$ 9.79
<b>Experience/New to Firm</b>	\$10.00 - 23.01	\$15.00
<b>3+ Yrs. Experience with Firm</b>	\$12.00 - 27.04	\$18.00

All of the wages reported were non-union. South County employers pay at the top end of the wage ranges for experience/new to firm and 3+ years experience with firm. A few employers commented that the wage for a new employee with experience can be as high as \$27.81 and 3+ yrs. experience with firm can be as high as \$30.69 per hour. Of the positions reported, 92% were full-time, 7% were part-time and 1% was temporary or on-call.

**Promotional Opportunities:** Most employers reported that CAD Technicians may be promoted to Senior Positions, Designers, Engineers and Supervisors.

Benefits:	FT	PT
Medical Insurance	100%	7%
Dental Insurance	80%	7%
Vision Insurance	67%	7%
Life Insurance	73%	7%
Paid Sick Leave	60	7%
Paid Vacation	87%	7%
Retirement Plan	67%	7%
Child Care Plan	0%	0%

Other employer-specified benefits include a 401K plan and tuition assistance.



GROW

**Non-OES Code: 251040999**

**Provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.**

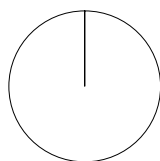
**Common titles used: Account Managers, Software Engineers, Technical Support Specialists/Representatives, Network Technicians, and Computer Specialists.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** Not available

**Where the Jobs Are:**

Industry Information is not available



**Projected Openings:** Not available

### TREND RATE:

**Employer Findings:** Almost all employers in this study project employment in their firm to grow during the next three years.

**EDD Projections:** The new job trend rate for Computer Support Specialists is not available.

**Supply and Demand:** Employers reported having some difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** 73% of the positions reported were filled by males.

**Employer Response:** 15 employers supplied the data for this occupational profile representing 86 positions. Almost all of the participating employers for this occupation are located in South County.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Microsoft NT  
Windows/Windows 95  
Unix

### Basic Skills:

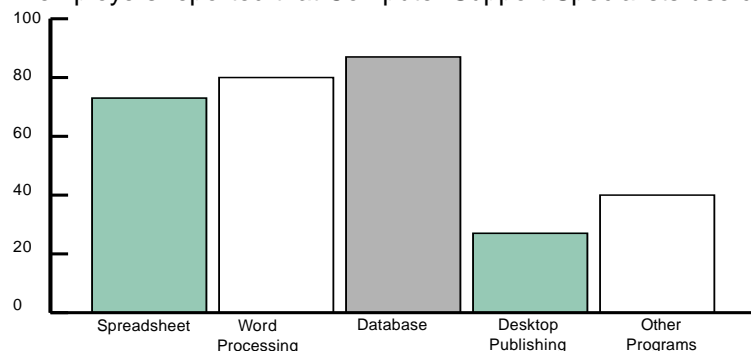
Communicate effectively  
Work under pressure  
Work independently

### Technical Skills/Physical Ability:

Provide technical assistance  
Knowledge of hardware & software

### Computer Skills:

All employers reported that Computer Support Specialists use computers.



### Computers Used:

IBM 67%  
Both IBM/Mac 33%

Employers reported that Computer Support Specialists use Microsoft Windows for Workgroups, Microsoft Windows NT, Novell Networking, MS-DOS, Access, Excel, MS Mail, Powerpoint, Word, Internet, and E-Mail. Programming Languages used include C, C++, dBase and Oracle. Other programs reported include Paradox, Quattro Pro, Windows 95, and Visual Basic.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 7.00 - 16.78	\$11.75
Experience/New to Firm	\$ 8.63 - 23.97	\$16.03
3+ Yrs. Experience with Firm	\$14.58 - 33.56	\$18.16

Union wages were provided by 7% of the employers. The union wages reported were at the low end of the wage ranges for experience/new to firm and 3+ yrs. experience with firm. Of the positions reported, 97% were full-time and 3% were part-time.

**Promotional Opportunities:** Most employers reported that Computer Support Specialists may be promoted to Management Positions.

Benefits:	FT	PT
Medical Insurance	93%	0%
Dental Insurance	87%	0%
Vision Insurance	33%	0%
Life Insurance	93%	0%
Paid Sick Leave	87%	7%
Paid Vacation	87%	7%
Retirement Plan	73%	0%
Child Care Plan	0%	0%

Other employer-specified benefits include a cafeteria plan, long-term disability and stock options.



**REMAIN  
STABLE**

**Non-OES Code: 553350999**

**Customer Service Representatives talk with customers to find solutions to customers' problems. They may work at a professional or clerical level. Customer Service Representatives at clerical levels deal with complaints about products or billing or receive orders for products or services. Representatives at professional levels most often are employed with companies selling complex products, such as computers. They answer questions and investigate and correct errors. They may train customers in the use of the product or interpret customer needs to technical staff.**

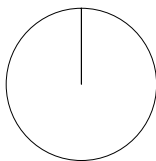
**Common titles used: Customer Service Representatives, Member Services Representatives, and Guest Services Agents.**

## OCCUPATIONAL DEMAND AND PROJECTIONS

**Size:** Not available

**Where the Jobs Are:**

Industry Information is not available



**Projected Openings:** Not available

### TREND RATE:

**Employer Findings:** Many employers in this study project employment in their firm to remain stable during the next three years.

**EDD Projections:** The new job trend rate for Customer Service Representative - Non-Utilities is unavailable.

**Supply and Demand:** Employers reported having little difficulty finding inexperienced and experienced applicants.

**Male/Female Percentage:** Of the positions reported, 54% were filled by females

**Employer Response:** 15 employers supplied the data for this occupational profile representing 246 positions. Almost all of the participating employers were located in North County.

## EDUCATION, EXPERIENCE AND SKILLS

### New Skills:

Computer skills  
Heavy data input  
Sales ability

### Basic Skills:

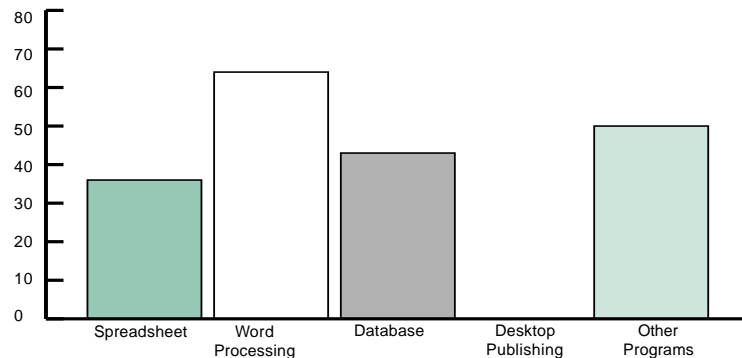
Communicate effectively with the public  
Work under pressure  
Exercise patience

### Technical Skills/Physical Ability:

Answer questions  
Deal with complaints  
Correct errors

### Computer Skills:

Almost all employers report that Customer Service Representatives - Non-Utilities use computers.



### Computers Used:

IBM	60%
MacIntosh	7%
IBM & MacIntosh	13%
Other	13%
None	7%

Employers reported that specific programs used include Microsoft Windows for Workgroups, Access, Excel, Powerpoint, MS-DOS, Lotus and Wordperfect. Other programs include Micros, CLS and customized programs.

## WAGES AND BENEFITS

	RANGE	MEDIAN
Entry Level/No Experience	\$ 5.00 - 7.50	\$ 6.00
Experience/New to Firm	\$ 5.60 - 9.00	\$ 7.00
3+ Yrs. Experience with Firm	\$ 6.50 - 12.00	\$ 8.18

All of the wages reported were non-union. A few employers commented that the wage for a new employee with experience can be as high as \$12.00 per hour. Full-time employees accounted for 56% of the positions reported and 38% were part-time.

**Promotional Opportunities:** All employers reported that Customer Service Representative - Non-Utilities may be promoted to Customer Service Managers, Department Managers and Branch Managers.

Benefits:	FT	PT
Medical Insurance	100%	31%
Dental Insurance	85%	23%
Vision Insurance	31%	15%
Life Insurance	85%	38%
Paid Sick Leave	69%	54%
Paid Vacation	92%	54%
Retirement Plan	62%	46%
Child Care Plan	0%	0%

Other reported benefits include a 401K and Section 125.

## Automotive Mechanics

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905

### Programs:

Auto/Automotive Mechanic/Technician

Central Coast Automotive Institute  
309-A North Russell Street  
Santa Maria, CA 93454  
Phone: (805) 925-8095  
Fax: (805) 925-8269

### Programs:

Auto/Automotive Mechanic/Technician

Lompoc Unified Adult School  
Post Office Box 597  
Lompoc, CA 93438  
Phone: (805) 735-8937  
Fax: (805) 736-3089

### Programs:

Auto/Automotive/Mechanic Technician

Santa Barbara City College  
721 Cliff Drive  
Santa Barbara, CA 93109-2394  
Phone: (805) 965-0581  
Fax: (805) 963-7222

### Programs:

Auto/Automotive Mechanic/Technician

Santa Barbara County Regional  
Occupational Program (ROP) School  
4400 Cathedral Oaks Road  
Santa Barbara, CA 93110  
Phone: (805) 964-4711  
Fax: (805) 569-2507

### Programs:

Auto/Automotive Mechanic/Technician

Santa Barbara County Regional  
Occupational Program (ROP) North  
4893 Bethany Lane  
Santa Maria, CA 93455  
Phone: (805) 937-8427  
Fax: (805) 937-7489

### Programs:

Auto/Automotive Mechanic/Technician

Santa Lucia Regional Occupational Program  
6495 Lewis Avenue  
Atascadero, CA 93422  
Phone: (805) 462-4386  
Fax: (805) 461-3595

### Programs:

Auto/Automotive Mechanic/Technician

Ventura County Regional Occupational Program  
465 Horizon Circle  
Camarillo, CA 93010  
Phone: (805) 388-4423  
Fax: (805) 388-4428

### Programs:

Auto/Automotive Mechanic/Technician

## Bill and Account Collectors

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905

### Programs:

Business, General  
Accounting Technician

Center For Employment Training  
730 South A Street  
Oxnard, CA 93030  
Phone: (805) 487-9821  
Fax: (805) 487-7775

### Programs:

General Office  
Clerical & Typing

Center For Employment Training - Santa Maria  
509 West Morrison  
Santa Maria, CA 93454  
Phone: (805) 928-1737  
Fax: (805) 928-1203

### Programs:

General Office  
Clerical & Typing Services

Santa Barbara County Regional  
Occupational Program (ROP) North  
4893 Bethany Lane  
Santa Maria, CA 93455  
Phone: (805) 937-8427  
Fax: (805) 937-7489

### Programs:

Accounting Technician  
Administrative Assistant/Secretarial Science,  
General  
General Office/Clerical and Typing Services

Santa Barbara County Regional  
Occupational Program (ROP) School  
4400 Cathedral Oaks Road  
Santa Barbara, CA 93110  
Phone: (805) 964-4711  
Fax: (805) 569-2507

### Programs:

Accounting Technician  
Administrative Assistant/Secretarial Science,  
General  
General Office/Clerical and Typing Service

Technology Development Center  
5200 Valentine Road  
Ventura, CA 93003  
Phone: (805) 676-7310  
Fax: (805) 644-9694

**Programs:**

General Billing Technician  
Medical Insurance Billing  
Accounting

Ventura Unified Adult Education  
5200 Valentine Road  
Ventura, CA 93003  
Phone: (805) 641-5200  
Fax: (805) 641-5313

**Programs:**

Administrative Assistant/Secretarial Science

## CAD Tech

CompuCAD  
4180 Via Real  
Carpinteria, CA 93013  
Phone: (805) 566-6642  
Fax: (805) 566-9969

**Programs:**

Auto CAD

Technology Development Center  
5200 Valentine Road  
Ventura, CA 93003  
Phone: (805) 676-7310  
Fax: (805) 644-9694

**Programs:**

Computer Aided Drafting  
Architectural Drafting  
Civil/Structural Drafting  
Electrical/Electronics Drafting

## Carpenters

Lompoc Unified Adult School  
515 West College  
Lompoc, CA 93436  
Phone: (805) 735-8937  
Fax: (805) 736-3089

**Programs:**

Carpenter

Santa Barbara County Regional  
Occupational Program (ROP) School  
4400 Cathedral Oaks Road  
Santa Barbara, CA 93110  
Phone: (805) 964-4711  
Fax: (805) 569-2507

**Programs:**

Construction Trades, Other

Santa Barbara County Regional  
Occupational Program (ROP) North  
4893 Bethany Lane  
Santa Maria, CA 93455  
Phone: (805) 937-8427  
Fax: (805) 937-7489

**Programs:**

Construction/Building Tech./Technician

Santa Lucia Regional Occupational Program  
6495 Lewis Avenue  
Atascadero, CA 93422  
Phone: (805) 462-4386  
Fax: (805) 461-3595

**Programs:**

Carpenter

Ventura College  
4667 Telegraph Road  
Ventura, CA 93003  
Phone: (805) 654-6400  
Fax: (805) 654-6466

**Programs:**

Carpenter

## Computer Support Specialists

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905

**Programs:**

Computer Science

California Polytechnic State University  
San Luis Obispo, CA 93407  
Phone: (805) 756 2311

**Programs:**

Computer & Information Sciences, General

Center for Employment Training - Santa Maria  
509 West Morrison  
Santa Maria, CA 93454  
Phone: (805) 928-1737  
Fax: (805) 928-1203

**Programs:**

Computer Science

Chapman University Academic Center  
Bldg. 14004, Wyoming Street Room A-3  
VAFB, CA 93437  
Phone: (805) 734-3310  
Fax: (805) 734-8825

**Programs:**

Computer and Information Science, General  
Computer Science



Computer Focus  
2901 Ventura Road, Suite 100  
Oxnard, CA 93030  
Phone: (800) 773-1501  
Fax: (805) 988-6844  
**Programs:**  
P.C. Support Specialist  
Business Computer Facilities Operator

Computer Training Network  
1137 Pacific Street  
San Luis Obispo, CA 93401  
Phone: (805) 546-0357  
Fax: (805) 546-0431  
**Programs:**  
Computer Specialist  
Business Office Specialist

Santa Barbara City College  
721 Cliff Drive  
Santa Barbara, CA 93109-2394  
Phone: (805) 965-0581  
Fax: (805) 963-7222  
**Programs:**  
Computer and Information Sciences, General

Santa Barbara County Regional  
Occupational Program (ROP) School  
4400 Cathedral Oaks Road  
Santa Barbara, CA 93110  
Phone: (805) 964-4711  
Fax: (805) 569-2507  
**Programs:**  
Business Information and Data Processing  
Services, Other

Technology Development Center  
5200 Valentine Road  
Ventura, CA 93003  
Phone: (805) 676-7310  
Fax: (805) 644-9694  
**Programs:**  
Computer Repair Technician  
Computer Engineering Technology/Technician

Ventura Unified Adult Education  
5200 Valentine Road  
Ventura, CA 93003  
Phone: (805) 641-5200  
Fax: (805) 641-5313  
**Programs:**  
Business Computer Facilities Operator

## Customer Service Representatives

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905  
**Programs:**  
Business, General  
Receptionist  
Business Management and Administration

Antioch University  
801 Garden Street  
Santa Barbara, CA 93101  
Phone: (805) 962-8179  
Fax: (805) 962-4786  
**Programs:**  
Business and Management, General.

Center for Employment Training - Santa Maria  
509 West Morrison  
Santa Maria, CA 93454  
Phone: (805) 928-1737  
Fax: (805) 928-1203  
**Programs:**  
Business and Personal Services, Marketing  
Operations, Other  
Administrative and Secretarial Services

Chapman University Academic Center  
Bldg. 14004, Wyoming Street Room A-3  
VAFB, CA 93437  
Phone: (805) 734-3310  
Fax: (805) 734-8825  
**Programs:**  
Business Administration and Management

Coastal Valley College  
731 South Lincoln Street  
Santa Maria, CA 93454  
Phone: (805) 925-1478  
Fax: (805) 925-4189  
**Program:**  
Receptionist

Lompoc Unified Adult School  
515 West College  
Lompoc, CA 93436  
Phone: (805) 735-8937  
Fax: (805) 736-3089  
**Programs:**  
Administrative Assistant/Secretarial Science,  
General

**Santa Barbara Business College**

5266 Hollister Avenue

Santa Barbara, CA 93111

Phone: (805) 967-9677

Fax: (805) 967-4248

**Programs:**

Business, General

Business Administration and Management,  
GeneralAdministrative Assistant, Secretarial Science,  
General

Business Management, General

Administration and Secretarial Services,  
Other**Santa Barbara Business College, Santa Maria  
Extension**

303 East Plaza

Santa Maria, CA 93454

Phone: (805) 922-8256

Fax: (805) 922-0641

**Programs:**

Business, General

Business Administration and Management,  
GeneralAdministrative Assistant, Secretarial Science,  
General

Administration and Secretarial Services, Other

**Santa Barbara City College**

721 Cliff Drive

Santa Barbara, CA 93109-2394

Phone: (805) 965-0581

Fax: (805) 963-7222

**Programs:**Business Administration and Management,  
GeneralAdministration and Secretarial Services, Other  
Business Management and Administration**Santa Barbara County Regional  
Occupational Program (ROP) School**

4400 Cathedral Oaks Road

Santa Barbara, CA 93110

Phone: (805) 964-4711

Fax: (805) 569-2507

**Programs:**Administrative Assistant/Secretarial Science,  
General**Santa Barbara County Regional  
Occupational Program (ROP) North**

4893 Bethany Lane

Santa Maria, CA 93455

Phone: (805) 937-8427

Fax: (805) 937-7489

**Programs:**Administrative Assistant/Secretarial Science,  
General**Dental Hygienists****Sacramento City College**

3835 Freeport Boulevard

Sacramento, CA 95822

Phone: (916) 558-2441

Fax: (916) 558-2449

**Programs:**

Dental Hygienist

**Saddleback College**

28000 Marguerite Parkway

Mission Viejo, CA 92692

Phone: (714) 582-4625

Fax: (714) 347-0438

**Programs:**

Dental Hygienist

**University of California, San Francisco**

San Francisco, CA 94143

Phone: (415) 476-9000

Fax: (415) 476-9690

**Programs:**

Dental Hygienist

**West Los Angeles College**

4800 Freshman Drive

Culver City, CA 90230

Phone: (310) 287-4200

Fax: (310) 837-4062

**Programs:**

Dental Hygienist

**Food Services Manager****Allan Hancock College**

800 South College Drive

Santa Maria, CA 93454-6368

Phone: (805) 922-6966

Fax: (805) 928-7905

**Programs:**Dietetics/Human Nutritional Services  
Home Economics**Santa Barbara County (ROP)**

4400 Cathedral Oaks Road

Santa Barbara, CA 93110

Phone: (805) 964-4711

Fax: (805) 569-2507

**Programs:**

Hotel/Motel and Restaurant Management

**Santa Barbara County Regional**

Occupational Program (ROP) North

4893 Bethany Lane

Santa Maria, CA 93455

Phone: (805) 937-8427

Fax: (805) 937-7489

**Programs:**

Waiter/Waitress and Dining Room Manager

Santa Barbara City College  
721 Cliff Drive  
Santa Barbara, CA 93109-2394  
Phone: (805) 965-0581  
Fax: (805) 963-7222  
**Programs:**  
Culinary Arts/Chief Training,  
Hotel/Motel and Restaurant Management

Santa Barbara Business College  
5266 Hollister Avenue  
Santa Barbara, CA 93111  
Phone: (805) 967-9677  
Fax: (805) 967-4248  
**Programs:**  
Hotel/Motel and Restaurant Manger

### **Hotel Desk Clerk**

Center for Employment Training - Santa Maria  
509 West Morrison  
Santa Maria, CA 93454  
Phone: (805) 928-1737  
Fax: (805) 928-1203  
**Programs:**  
General Office/Clerical and Typing Services.

Coastal Valley College  
731 South Lincoln Street  
Santa Maria, CA 93454  
Phone: (805) 925-1478  
Fax: (805) 925-4189  
**Programs:**  
Receptionist.

Santa Barbara Business College  
5266 Hollister Avenue  
Santa Barbara, CA 93111  
Phone: (805) 967-9677  
Fax: (805) 967-4248  
**Programs:**  
Hotel/Motel Restaurant Management

Santa Barbara County (ROP)  
4400 Cathedral Oaks Road  
Santa Barbara, CA 93110  
Phone: (805) 964-4711  
Fax: (805) 569-2507  
**Programs:**  
Hotel/Motel Restaurant Management

Santa Barbara City College  
721 Cliff Drive  
Santa Barbara, CA 93109-2394  
Phone: (805) 965-0581  
Fax: (805) 963-7222  
**Programs:**  
Hotel/Motel Restaurant Management

Santa Barbara Business College  
5266 Hollister Avenue  
Santa Barbara, CA 93111  
Phone: (805) 967-9677  
Fax: (805) 967-4248  
**Programs:**  
General/Office and Clerical Typing Services.

Santa Barbara Business College,  
Santa Maria Extension  
303 East Plaza  
Santa Maria, CA 93454  
Phone: (805) 922-8256  
Fax: (805) 922-0641  
**Programs:**  
General/Office and Clerical Typing Services

### **Licensed Vocational Nurse**

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905  
**Programs:**  
Nursing (RN Training), Nurse Assistant.

American Career College, Inc. Los Angeles  
4021 Rosewood Ave  
Los Angeles, CA 90004  
Phone: (213) 383-2862  
Fax: (213) 666-3519  
**Programs:**  
Vocational Nursing

Concord Career College-North Hollywood  
12412 North Victory  
North Hollywood, CA 91606  
Phone: (818) 766-8151  
Fax: (818) 766-1587  
**Programs:**  
Vocational Nurse  
Practical Nurse  
Nursing, Other

Glendale Career College  
1015 Grandview Avenue  
Glendale, CA 91201  
Phone: (800) 498-1818  
Fax: (818) 243-6028  
**Programs:**  
Licensed Vocational Nurse  
Practical Nurse (L)  
Nursing

Santa Barbara City College  
721 Cliff Drive  
Santa Barbara, CA 93109-2394  
Phone: (805) 965-0581  
Fax: (805) 963-7222  
**Programs:**  
Practical Nurse (LPN Training),  
Nurse Assistant/Aide.

Ventura College  
4667 Telegraph Road  
Ventura, CA 93003  
Phone: (805) 654-6400  
Fax: (805) 654-6466  
**Programs:**  
Practical Nurse (L.P.N. Training)

### **Marketing Advertising Public Relations**

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905  
**Programs:**  
Business Marketing and Marketing.

Santa Barbara Business College  
5266 Hollister Avenue  
Santa Barbara, CA 93111  
Phone: (805) 967-9677  
Fax: (805) 967-4248  
**Programs:**  
General Selling Skills and Sales Operations.

Santa Barbara City College  
721 Cliff Drive  
Santa Barbara, CA 93109-2394  
Phone: (805) 965-0581  
Fax: (805) 963-7222  
**Programs:**  
Marketing Operations/Marketing & Distribution

Santa Barbara County Regional  
Occupational Program (ROP) North  
4893 Bethany Lane  
Santa Maria, CA 93455  
Phone: (805) 937-8427  
Fax: (805) 937-7489  
**Programs:**  
Financial Services Marketing Operations,  
General  
Marketing Operations, General Retail and Whole-  
Saling Operations and Skill.

### **Medical Records Technician**

Central California School of Continuing Education  
3195 McMillan, Suit F  
San Luis Obispo, CA 93401  
Phone: (805) 543-9123  
Fax: (805) 543-6330  
**Programs:**  
Medical Records Technology/Technician

Coastal Valley College  
731 South Lincoln Street  
Santa Maria, CA 93454  
Phone: (805) 925-1478  
Fax: (805) 925-4189  
**Programs:**  
Medical Transcription.

Santa Barbara Business College  
5266 Hollister Avenue  
Santa Barbara, CA 93111  
Phone: (805) 967-9677  
Fax: (805) 967-4248  
**Programs:**  
Medical Records Tech/Technician Medical  
Office Management.

Santa Barbara Business College, Santa Maria  
Extension  
303 East Plaza  
Santa Maria, CA 93454  
Phone: (805) 922-8256  
Fax: (805) 922-0641  
**Programs:**  
Medical Office Management.

Santa Barbara County (ROP)  
4400 Cathedral Oaks Road  
Santa Barbara, CA 93110  
Phone: (805) 964-4711  
Fax: (805) 569-2507  
**Programs:**  
Medical Office Management

Santa Barbara County Regional Occupation  
4893 Bethany Lane  
Santa Maria, CA 93455  
Phone: (805) 937-8427  
Fax: (805) 937-7489  
**Programs:**  
Medical Records Technology/Technician

Technology Development Center  
5200 Valentine Road  
Ventura, CA 93003  
Phone: (805) 676-7310  
Fax: (805) 644-9694

**Programs:**

Medical Records Technician  
Medical Insurance Billing  
Medical Back Office Practices

**Pharmacy Technician**

Chapman University Academic Center  
Bldg. 14004, Wyoming Street Room A-3  
VAFB, CA 93437  
Phone: (805) 734-3310  
Fax: (805) 734-8825

**Programs:**

Health Professions and Related Science  
Human Resource Management.

Conejo Valley Adult Education  
1025 Old Farm Road  
Thousand Oaks, CA 91360  
Phone: (805) 497-2761  
Fax: (805) 374-1167

**Programs:**

Pharmacy Technician/Assistant

The Fielding Institute  
2112 Santa Barbara Street  
Santa Barbara, CA 93105-3538  
Phone: (805) 687-1099  
Fax: (805) 687-9793

**Programs:**

Clinical Psychology, Human Resource  
Management

North-West College  
2121 West Garvey  
West Covina, CA 91790  
Phone: (818) 960-5046  
Fax: (818) 960-9190

**Programs:**

Pharmacy Technician/Assistant

Technology Development Center  
5200 Valentine Road  
Ventura, CA 93003  
Phone: (805) 676-7310  
Fax: (805) 644-9694

**Programs:**

Pharmacy Assistant

**Plumbers**

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905

**Programs:**

Plumber and Pipefitter

Educorp Career College  
236 East Third Avenue  
Long Beach, CA 90802  
Phone: (562) 437-0501  
Fax: (562) 432-3721

**Programs:**

Plumber and Pipefitter

Pipe Trades Apprenticeship Program  
6820 Meany Avenue  
Bakersfield, CA 93308  
Phone: (805) 589-3824  
Fax: (805) 589-1059

**Programs:**

Plumber & Pipefitter  
Refrigeration & Air Conditioning

Ventura College  
4667 Telegraph Road  
Ventura, CA 93060  
Phone: (805) 654-6400  
Fax: (805) 654-6466

**Programs:**

Plumber & Pipefitter

**Property Real Estate Managers**

Allan Hancock College  
800 South College Drive  
Santa Maria, CA 93454-6368  
Phone: (805) 922-6966  
Fax: (805) 928-7905

**Programs:**

Accounting Technician, Business Marketing  
and Marketing.

Center for Employment Training - Santa Maria  
509 West Morrison  
Santa Maria, CA 93454  
Phone: (805) 928-1737  
Fax: (805) 928-1203

**Programs:**

Business and Personal Service Marketing  
Operations.

Chapman University  
 Post Office Box 5818  
 Bldg. 14404, Wyoming Street, Room A-3  
 Phone: (805) 734-3310  
 Fax: (805) 734-8805  
**Programs:**  
 Business Administration & Management

Cuesta College  
 Highway 1  
 Post Office Box 8106  
 San Luis Obispo, CA 93403  
 Phone: (805) 546-3100  
 Fax: (805) 546-3904  
**Programs:**  
 Real Estate

MTMA Schools-Anaheim  
 125 W. Cerritos Ave Ste 125  
 Anaheim, CA 92805  
 Phone: (714) 502-9337  
 Fax: (714) 502-9985  
**Programs:**  
 Property Manager  
 Real Estate  
 Building /Property Maintenance and Manager

Santa Barbara Business College, Santa Maria  
 Extension  
 303 East Plaza  
 Santa Maria, CA 93454  
 Phone: (805) 922-8256  
 Fax: (805) 922-0641  
**Programs:**  
 Accounting Technician.

Santa Barbara City College  
 721 Cliff Drive  
 Santa Barbara, CA 93109-2394  
 Phone: (805) 965-0581  
 Fax: (805) 963-7222  
**Programs:**  
 Marketing Operations/Marketing & Distribution  
 Real Estate.

Santa Barbara County Regional  
 Occupational Program (ROP) North  
 4893 Bethany Lane  
 Santa Maria, CA 93455  
 Phone: (805) 937-8427  
 Fax: (805) 937-7489  
**Programs:**  
 Banking and Financial Support Services  
 Accounting Technician

Ventura College  
 4667 Telegraph Road  
 Ventura, CA 93060  
 Phone: (805) 654-6400  
 Fax: (805) 654-6466  
**Programs:**  
 Real Estate

West Coast Schools  
 5835 El Camino Real  
 Atascadero, CA 93422  
 Phone: (805) 466-7843  
 Fax: (805) 466-7844  
**Programs:**  
 Real Estate

### **Radiologic Technologists**

Central California School of Continuing Education  
 3195 McMillian, Suit F  
 San Luis Obispo, CA 93401  
 Phone: (805) 543-9123  
 Fax: (805) 543-6330  
**Programs:**  
 Medical Radiologic Technology/Technician

Modern Technology School  
 1232 E. Katella Ave.  
 Anaheim, CA 92805  
 Phone: (714) 978-7702  
 Fax: (714) 978-0501  
**Programs:**  
 Medical Radiologic Technology/Technician  
 Industrial Radiologic Technology/Technician  
 Diagnostic Medical Sonography Technician

Nova Institute Of Health Tech-LA  
 3000 S. Robertson Blvd, 3rd floor  
 Los Angeles, CA 90034  
 Phone: (310) 840-5777  
 Fax: (310) 287-2344  
**Programs:**  
 Diagnostic Medical Sonography  
 X-Ray Technician  
 Echocardiography

### **Residential Counselors**

Allan Hancock College  
 800 South College Drive  
 Santa Maria, CA 93454-6368  
 Phone: (805) 922-6966  
 Fax: (805) 928-7905  
**Programs:**  
 General Office/Clerical & Typing Service



Center for Employment Training - Santa Maria  
509 West Morrison  
Santa Maria, CA 93454  
Phone: (805) 928-1737  
Fax: (805) 928-1203

**Programs:**

General Office/Clerical and Typing Services  
Administrative and Secretarial Services  
Finance

Cuesta College  
Highway 1  
Post Office Box 8106  
San Luis Obispo, CA 93403  
Phone: (805) 546-3100  
Fax: (805) 546-3904

**Programs:**

General Office/Clerical & Typing Service

Lompoc Unified Adult School  
515 West College  
Lompoc, CA 93436  
Phone: (805) 735-8937  
Fax: (805) 736-3089

**Programs:**

General Office/Clerical and Typing Services  
Administrative Assistant/Secretarial Science,  
General

Santa Barbara Business College  
5266 Hollister Avenue  
Santa Barbara, CA 93111  
Phone: (805) 967-9677  
Fax: (805) 967-4248

**Programs:**

Business, General  
Accounting Technician  
Administrative Assistant/Secretarial Science,  
General  
General Office/Clerical and Typing Services  
Administrative and Secretarial Services, Other

Santa Barbara Business College, Santa Maria  
Extension  
303 East Plaza  
Santa Maria, CA 93454  
Phone: (805) 922-8256  
Fax: (805) 922-0641

**Programs:**

Business, General  
Accounting Technician  
Administrative Assistant/Secretarial Science,  
General  
General Office/Clerical and Typing Services  
Administrative and Secretarial Services, Other

Santa Barbara City College  
721 Cliff Drive  
Santa Barbara, CA 93109-2394  
Phone: (805) 965-0581  
Fax: (805) 963-7222

**Programs:**

General Office/Clerical and Typing Services  
Administrative anrive

Cuesta College  
Highway 1  
Post Office Box 8106  
San Luis Obispo, CA 93403  
Phone: (805) 546-3100  
Fax: (805) 546-3904

**Programs:**

Child Care And Guidance Workers and  
Managers

The Fielding Institute  
2112 Santa Barbara Street  
Santa Barbara, CA 93105-3538  
Phone: (805) 687-1099  
Fax: (805) 687-9793

**Programs:**

Psychology, General, Physiologic  
Psychology/Psychobiologic

Pacific Graduate Institute  
249 Lambert Road  
Carpinteria, CA 93013  
Phone: (805) 969-3626  
Fax: (805) 565-1932

**Programs:**

Counseling Psychology.

Santa Barbara County (ROP)  
4400 Cathedral Oaks Road  
Santa Barbara, CA 93110  
Phone: (805) 964-4711  
Fax: (805) 569-2507

**Programs:**

Child Care and Guidance Workers and  
Managers

Santa Barbara County Regional Occupation  
Post Office Box 6307  
Santa Barbara, CA 93160  
Phone: (805) 964-4711  
Fax: (805) 569-2507

**Programs:**

Child Care And Guidance Workers & Manager

Santa Barbara County Regional Occupation  
4893 Bethany Lane  
Santa Maria, CA 93455  
Phone: (805) 937-8427  
Fax: (805) 937-7489

**Programs:**

Child Care & Guidance Workers & Managers



Santa Lucia Regional Occupational Programs  
 6495 Lewis Avenue  
 Atascadero, CA 93422  
 Phone: (805) 462-4386  
 Fax: (805) 461-3595  
**Programs:**  
 Child Care & Guidance Workers & Managers

Ventura College  
 4667 Telegraph Road  
 Ventura, CA 93060  
 Phone: (805) 654-6400  
 Fax: (805) 654-6466  
**Programs:**  
 Child Care Provider/Assistant

### **Stock Clerks**

Center for Employment Training - Santa Maria  
 509 West Morrison  
 Santa Maria, CA 93454  
 Phone: (805) 928-1737  
 Fax: (805) 928-1203  
**Programs:**  
 Business and Personal Services  
 Marketing Operations.

Santa Barbara Business College  
 5266 Hollister Avenue  
 Santa Barbara, CA 93111  
 Phone: (805) 967-9677  
 Fax: (805) 967-4248  
**Programs:**  
 General Selling Skills and Sales  
 Operations.

Ventura County Regional Occupational Program  
 465 Horizon Circle  
 Camarillo, CA 93010  
 Phone: (805) 388-4423  
 Fax: (805) 388-4428  
**Programs:**  
 Marketing Operations/Marketing & Distribution

### **Truck Drivers, Heavy & Light**

Assert Inc.  
 16745 Satucoy Street  
 Van Nuys, CA 91406  
 Phone: (818) 902-1196  
 Fax: (818) 902-0425  
**Programs:**  
 Truck, Bus & Other Commercial Vehicle  
 Operation

Truck Driver Institute  
 1150 Main Street  
 Watsonville, CA 95076  
 Phone: (408) 724-6100  
 Fax: (408) 724-6294  
**Programs:**  
 Semi-Trailer Truck Driver

West Hills Community College  
 309 W Cherry Lane  
 Coalinga, CA 93210  
 Phone: (209) 935-0801  
 Fax: (209) 935-5655  
**Programs:**  
 Truck Driving

Western Pacific Truck School  
 4565 North Golden State Blvd.  
 Fresno, CA 93722  
 Phone: (209) 276-1220  
 Fax: (209) 276-5572  
**Programs:**  
 Tractor-Trailer Operator Program

Western Truck School  
 5800 State Road  
 Bakersfield, CA 93308  
 Phone: (805) 399-0701  
 Fax: (805) 399-3541  
**Programs:**  
 Tractor-Trailer Operators Course

## STATEMENT OF PROGRAM METHOD

The following describes the process followed to complete this study, and the respective roles of the JTN and the EDD/LMID:

### I. OCCUPATIONAL SELECTION

Representatives from the private and public sectors, educational institutions and vocational counselors were invited to dissemination meetings held February 24, 1997 in Santa Maria and February 25, 1997 in Santa Barbara. Participants were introduced to the CCOIS Program by JTN and EDD/LMID staff. A brief summary of the 1996 Occupational Outlook Report was presented and attendees were asked to help select the 20 occupations for study in 1997. The primary objective was to select occupations which were of the most interest to the potential users of this publication. Certain limitations were applied to facilitate research in this first year of the program. As a result, selection tended to focus on the larger, commonly known occupations, rather than small, highly specialized ones.

Participants in the community occupation selection meeting were provided the following criteria to assist with their selections:

- The occupation has a substantial employment base in the county.
- There is a substantial number of projected job openings in the county.
- Most of the occupations require training of two years or less for entry.

Some of the selected occupations failed to meet the above-listed criteria, but were selected based on community interest.

EDD/LMID reviewed and approved the final list of occupations for study, and verified the correct definition for each occupation.

### II. DEFINITION OF THE OCCUPATION

The definition of each occupation are as found in the Occupational Employment Statistics (OES) Dictionary published by the U.S. Department of Labor. These definitions define the activities and function of the worker.

OES definitions are broad to capture a wide range of specialties within an occupation, but clear enough for use in research. The OES definitions are used by LMID to produce projection for employment (occupational estimates of size, growth and separation).

### III. RESEARCH METHODS

The EDD/LMID 1996 Updates, Projections and Planning Information for Santa Barbara County, Occupational Employment Projections Table 6 is the main source of data which the Job Training Network used to estimate increases in job opportunities, one of the selection criteria discussed previously.

LMID's other major responsibilities included questionnaire design (Appendix B, "Sample Questionnaires"), generation of a representative employer sample for each occupation, and the computerized tabulation of results using software developed specifically for the project. LMID also provided training, oversight and consultative support.

The Santa Barbara County Job Training Network planned the timelines for the study, and in addition to selection of the study occupations, engaged in the actual work of administering the survey (with mail-out questionnaire and telephone follow-up). The Job Training Network also provided data entry for subsequent tabulation, and final written analysis and information dissemination.

Relevant sections of this report provide an overview of the criteria used in selecting occupations and procedures used in undertaking the study. The following is a more detailed description of the research methodology used.

#### Employer Survey Sample Selection

Because employers from a variety of different industries may hire persons in any given occupation, every attempt has been made to draw an employer sample representative of the industries employing workers in each study occupation.

Industries are classified by the Standard Industrial Classification Manual. An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged.

LMID staff, using detailed data bases on employers and occupational staffing within industries, chose a rep-

representative sample of employers for each study occupation. For example, registered nurses work in general medical and surgical hospitals, but they may also work in physician's offices and skilled nursing facilities, and the Sample for this occupation was drawn accordingly. The employer samples drawn were carefully reviewed by the program coordinator who added and deleted employers as appropriate, to obtain balanced samples of forty employers for most occupations.

#### IV. QUESTIONNAIRE DEVELOPMENT

Separate employer questionnaires were developed for each of the occupations in the study. LMID developed a framework of standardized questions to be asked which were included on each questionnaire. Additional occupation-specific questions were added to the two page questionnaire provided by LMID in the form of a third page. The third page was developed locally by Job Training Network staff in an effort to collect data that would enhance this report. Of the information collected, the skills and software information was the most measurable in terms of providing job seekers with additional useful information about each occupation.

#### V. SURVEY PROCEDURE

The program coordinator began by attempting to obtain correct phone numbers and addresses for each employer in the sample for each occupation. City telephone directories for each of the calling areas in Santa Barbara County were used for this purpose. Once this process was complete, questionnaires were mailed at the rate of three to five occupations per week in order to allow for timely follow-up by telephone.

Returned questionnaires were checked by the program coordinator for completeness and accuracy. Employers returning incomplete or potentially inaccurate questionnaires were contacted by phone to clarify information prior to data entry.

A forty percent rate of return of complete and accurate questionnaires was set as an employer "response goal". In cases where a minimum forty percent return could not be obtained in a reasonable time with the finalized list of up to forty employers, additional employers not in the original sample could be identified, substituted for employers originally in the sample, and contacted through the above procedures. Job Training Network staff used their own knowledge of local firms as another source to identify substitute employers.

#### VI. TABULATION AND RESULTS

Survey responses were entered into a data base and complete tabulations were prepared by the program coordinator who reviewed and analyzed the tabulations. Summaries were prepared for each occupation based upon the study results. Each occupational summary provides information on training and hiring requirements, size of the occupation, employment trends, supply/demand assessments, wages and fringe benefits, and other information. Information for specific employers is confidential, with only aggregate results being published.

#### VII. DISSEMINATION

The Job Training Network will hold meetings during the first quarter of 1998 to disseminate this report and select 20 new occupations to study in 1998. The Job Training Network will invite representatives from the many user groups of labor market information to this meeting.

Copies of the report will be distributed to various organizations such as schools, economic development organizations, libraries, and other CCOIS participants in the state per contract requirements. Additional copies may be purchased by contacting Elena Morelos of Job Training Network at (805) 739-8665.